

# **PERFORMANCE WORK STATEMENT**

## **eFINANCE, LeaveWeb, and FMSuite Support**

A procurement by the  
U.S. General Services Administration  
on behalf of  
The U.S. Air Force ASC/WWQ, SAF/FMF (AFFSO)  
Wright Patterson Air Force Base, Ohio

**Solicitation Number    GSA ITSS # ID05150114**  
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This requirement is being solicited as a Task Order under the  
**Alliant Government Wide Acquisition Contract (GWAC)**

**NAICS 541512 – Computer Systems Design Services**  
**Product Service Code D307 – Automated Information Systems Services**

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## 1 Background:

### ***Government Mission & Procurement Objective***

This Performance Work Statement (PWS) defines the requirements for non-personal technical support services for the SAF/FMF (AFFSO) Wright-Patterson Air Force Base (WPAFB), OH. The Contractor shall function as a single focal point to the Government for the maintenance, sustainment, and enhancement activities for EFINANCE, LEAVEWEB and FMSUITE. In addition, the Contractor shall be responsible for supporting any integration activities of EFINANCE, LEAVEWEB and FMSUITE modules with the future AF Enterprise Resource Planning (ERP) effort.

The Contractor shall:

- Design, code, unit test, formal test, and implement EFINANCE, LEAVEWEB and FMSUITE requirements.
- Provide software maintenance, enhancement and sustainment support for EFINANCE, LEAVEWEB and FMSUITE.
- Develop train-the-trainer training for EFINANCE, LEAVEWEB and FMSUITE.
- Maintain end user training materials for EFINANCE, LEAVEWEB and FMSUITE.
- Provide second and third tier Help Desk support for the functional and technical user community.

Operation of the computer hardware and maintenance of the operating system (OS)/utility software will be accomplished by Government employees and/or other maintenance Contractors. The Contractor shall be required to interface and/or coordinate with these individuals on a regular basis.

### ***Project History***

The eFinance Workspace project, initiated in April 2008, is an effort to automate the completion of a variety of financial processes and documents. It was designed to assist Active Duty, Civilian, and Reserve AF members with the paperless submission of PCS related documents; military pay documents, and non-DTS TDY vouchers. The application provides relief to Financial Services Offices (FSOs) at installation level from accomplishing in-processing briefings, compiling Permanent Change of Station (PCS) and Temporary Duty (TDY) packages and manually scanning these packages to the Air Force Financial Services Center (AFFSC) for computation and processing of various military pay transactions. The requirement for eFinance Workspace came from initiatives proposed by the Financial Services Office Transformation Team (FSOT) to Mr. Vonglis, former SAF/FM who approved support and funding for the application. As of EOY 2010 eFinance Workspace is deployed to all AF locations that are supported by the AFFSC.

FMSuite integrates financial management processes in a standardized suite of on-line components and capabilities. FMSuite streamlines, tracks, and automates financial processes within its components. Currently there are nine financial process components: O&M Execution Plan, Funds Processing, Financial Audit Liaison, Status of Funds, Natural Disasters, FMDashboard, Open Document Analysis (ODA), Tri-Annual Review (TAR), and Management Internal Control Program (MICP). Where applicable, these components automatically share data to ensure consistency within FMSuite and reduce repetitive data input by our customers. The O&M Execution Plan, ODA/TAR and MICP components have been mandated for use by the Air Force and DFAS began using the system in CY2011.

LeaveWeb is the application used by all active duty Air Force members to request, approve, and process military leave requests. LeaveWeb is the only FM system used by each and every active duty Air Force member. Over 2 million transactions are processed annually within LeaveWeb.

The resultant automation of the military leave process saves the Air Force an estimated \$31M annually in resources and processing. LeaveWeb provides users the ability to complete, generate and route military and travel pay documents to the Central Processing Center (CPC) for transaction processing. These financial transactions result in increased accuracy and timely processing of pay affecting documents. LeaveWeb reduces workload at reduced presence local FSO offices worldwide, increases efficiency, and reduces non value added steps currently used to transmit documentation for processing at the CPC, and ties and DFAS processing costs. LeaveWeb started in 1999 as a small proof of concept at HQ AMC. Scott AFB was the initial base to use LeaveWeb in 2000. It was deployed as the military leave system for AMC bases in 2001 and further deployed to the Air Force soon after. LeaveWeb is scheduled to be replaced by the Air Force Integrated Personnel and Pay System in 2019.

## 2 Orientation

### *General Scope of Work*

The Contractor shall provide maintenance, sustainment, enhancement, and integration support for EFINANCE, LEAVEWEB and FMSUITE, including day-to-day system coverage, data analysis, requirements development based upon prioritization of Air Force (AF) wide block releases, tracking/reporting resources, providing updates, and other work relating to current EFINANCE, LEAVEWEB and FMSUITE modules. The objective is as follows:

- Develop modifications, enhancements, and corrections of deficiencies and change requests for the EFINANCE, LEAVEWEB and FMSUITE application ensuring that the statutory requirement Federal Managers Financial Integrity Act (FMFIA) and National Defense Authorization Act (NDAA), Chief Financial Officers (CFO) Certification, General Accepted Accounting Principles (GAAP), technical integrity, quality, and documentation are maintained.
- Develop deliveries of standardized and specialized training for EFINANCE, LEAVEWEB and FMSUITE targeted towards functional, technical and Ad Hoc audiences; provide as part of each minor and major system release to SAF/FMF (AFFSO) training team at Gunter AFS.
- Complete the system re-write of eFinance and provide all system documentation.
- Migrate all remaining components of FMSUITE applications and databases into a consolidated architecture.
- Complete EFINANCE, LEAVEWEB and FMSUITE Windows and MSSQL technical refresh to include, but not limited to, code, test, and implementation.
- Provide technical support for the EFINANCE, LEAVEWEB and FMSUITE program.
- Other enhancements.

### *Resources*

Under this contract/task order, unless otherwise stipulated (see Section 13 – Government Furnished Items), the Contractor shall furnish or provide all personnel, personnel

management and supervision, all related internal supporting business functions (including background and “overhead” personnel), materials, supplies, equipment, and facilities to perform the full range of technical and administrative services required by this contract/task order.

During the course of this contract/task order, the Government may make additional Government Furnished Items (GFIs) -- materials, equipment, and facilities -- available upon receipt of a written request from the Contractor to the Air Force Technical Representative. These GFIs, if provided, would be in addition to those initially set forth in Section 13.

The contractor shall provide fully trained personnel. (Reference “Staff Employee Requirement” in Section 7 of this PWS.)

Government personnel will be made available to provide technical input, answer questions, review completed draft deliverables, provide feedback, and provide shipping directions for deliverables.

### ***Placement and Management of Work***

All work under this Task Order shall be assigned through the Contractor’s Project Manager. Assignments shall be documented using the attached using the Air Force Form 3215 – IT/NSS Requirements Document. Contractor employees shall perform work as specified in this task order as directed by the Contractor’s designated project manager, who shall have full responsibility for the assignment and monitoring of Contractor employee activities. All work shall be performed within the scope of this PWS and the Government will not ask or require the Contractor to perform work that is outside of the scope of this task order.

### ***Customers***

The customer and recipient of all work performed under this contract order is the SAF/FMF (AFFSO) at Wright Paterson Air Force Base, Ohio.

### ***Performance Monitoring***

Contractor performance shall be monitored by the Government representatives in accordance with the Contractor’s Quality Control Plan (QCP) and the Government’s Quality Assurance Surveillance Plan (QASP)(see Section 12, below).

### ***General Definitions***

**Quality Assurance** - A planned and systematic pattern of all actions necessary to provide confidence to the government that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved. For the purpose of this document, Quality Assurance refers to actions by the government.

**Quality Assurance Personnel (QAP)** - A functionally qualified government person(s) responsible for surveillance of contractor performance and providing communications to the contractor(s) and PCO.

**Quality Assurance Surveillance Plan (QASP)** - A plan detailing the contract surveillance procedures.



**QASP Objectives, Measures and Expectations** - An attachment to the QASP that lists the measures and expectations that will be used to evaluate contractor performance of the PWS objectives.

**QASP Performance Evaluation Report** - A table listing performance objectives and deliverables that is used by government evaluators to record the results of contractor performance evaluations.

**Quality Control** - Those actions taken by a contractor to control the production of outputs to ensure that they conform to the contract requirements.

**Normal Workweek** - A workweek is 40 hours.

**Overtime** - Time worked by a contractor's employee in excess of the employee's normal workweek.

**FTE** – Full Time Equivalent, the number of labor hours equal to those that would be worked by one employee in a year. For this procurement action 1920 hours is considered an FTE.

Technical Definitions

#### ***Technical Definitions***

**SBM** – SERENA Business Management Tool Suite

**ITLML** – Information Technology Lifecycle Management Library

### **3 Assumptions**

The contractor shall employ a staff with sufficient experience and expertise to perform each of the tasks in this PWS.

### **4 Primary Performance Objectives (Technical)**

The tasks described in this section identify known activities the Contractor may be required to perform in support of SAF/FMF (AFFSO). The Contractor shall provide products in execution of AFFSO's mission in the areas of financial management, acquisition management, logistics management, engineering, test and evaluation, configuration management, Government property management, administrative, technical data management, and procurement management support. Work for these efforts may be assigned to be accomplished either on-site or off-site of a Government facility. Deliverables are listed in Section 11 of this PWS and in the attached Appendix C – CDRL Matrix.

#### ***Objective 1 – Program Management***

The Contractor's Program and Project Planning, and Control shall include Scheduling and Work Breakdown Structures (WBSs), Technical Performance Metrics, Configuration/Data Management (CM/DM), Quality Assurance (QA), and Risk Management. The contractor shall use standard tools, Financial Management (FM) Information Technology Lifecycle Management (IT LM) provided by SAF/FMF.

**Integrated Management Plan (IMP) (CDRL A001)**

The Contractor shall generate and maintain an IMP associated with the technical effort that will provide the measurable, event-oriented approach to planning, managing, and controlling all technical aspects of the EFINANCE, LEAVEWEB and FMSUITE project contract. The IMP shall identify and describe key project events, significant accomplishments (tasks) required to achieve each project event, and accomplishment criteria for entering and/or exiting the tasks and activities comprising each significant accomplishment. The IMP shall include the Contractor's organization, assignment of functions, duties, and responsibilities; management procedures, policies, and reporting requirements; and methodology for accomplishing contract tasks.

The IMP shall define and describe how the Contractor's supporting processes are integrated with Secretary of the Air Force/Financial Management Operations, Air Force Financial Systems Operations (SAF/FMF AFFSO), and program office. This integration includes descriptions on how the Contractor's project plan and configuration management plan interact with release management and change control, and how the development methodology supports AFFSO strategic planning for targeting requirements to releases.

The Contractor shall ensure the IMP incorporates the inbound transition requirements and schedules to address how all the following requirements are to be accomplished. During the inbound transition period the Contractor shall:

- Complete workforce requirements, including the hiring of personnel, to assure satisfactory performance beginning on the contract start date IAW PWS section 4.
- Submit applications to obtain Contractor identification badges, vehicle passes, security clearances, Internet, and email connectivity not later than ten (10) workdays after contract award IAW PWS section 9.
- Familiarize all Contractor personnel with equipment operation, workflow to include work in progress, reporting, priorities, forms, documents, scheduling, storage, safety, security, and quality control procedures. The Contractor shall make arrangements to access the Government facilities through the COTR. The Contractor shall not interfere with the production efforts of current Contractor personnel.
- Complete the physical inventory of Government property during Inbound transition Joint Inventory IAW PWS section 4.

During the outbound transition period the Contractor shall:

- Cooperate fully to permit an orderly changeover of workload.
- Allow recruitment notices to be placed in the work areas.
- Allow all follow-on Contractor and Government personnel access, on a non-interference basis, to observe equipment operation, workflow to include work in progress, reporting, priorities, forms, documents, scheduling, storage, safety, security, and quality control procedures.
- Complete the Outbound Transition Joint Inventory IAW PWS section 4.
- Complete the final inventory of documents and materials identified in IAW PWS section 4.

Additionally, the IMP shall define the risk management process that proactively facilitates the identification, prioritization, and management of the EFINANCE, LEAVEWEB and FMSUITE program and project risks. The Contractor shall conduct a

Risk Management review as a component of each *Monthly Program Progress Report* (MPPR) (CDRL A004).

The IMP shall be the basis for development projects and plans and shall provide an informative structure on the relationship of quality assurance plans, project plans, configuration management plans, risk management plans and any other documents guiding program- or project-level processes and procedures. Additionally, the IMP shall identify the methods and procedures for program measurement and analysis. This includes the analysis and reporting of metric and measurement information meeting program objectives. It shall be updated as required to reflect changes in the program and the defined processes. (CDRL A001)

### **Risk Management**

The Contractor shall implement and maintain a risk management program with a Risk Management Plan (RMP). The RMP shall describe processes and procedures for identifying, assessing, tracking/monitoring, communicating, and mitigating program and project risks. The RMP shall be included as part of the IMP. (CDRL A001)

The Contractor shall provide risk management status in the MPPR and status briefings. The Program Office (PO) shall be notified when new risks are identified and when there is a significant change in status of an existing risk. The Contractor shall define and apply the appropriate program metrics to actively implement risk mitigation. The Contractor shall employ the automated tool specified by the PMO (i.e. Active Risk Manager (ARM)) for the management of risks that will be integrated with their certified processes for risk mitigation.

### **Performance Based Management**

#### ***Contract Work Breakdown Structure***

Using MIL-HDBK-881A as a guide, at a minimum, the Contractor shall provide the CWBS to a level appropriate to providing adequate internal management, surveillance, and performance measurement. The CWBS Dictionary shall be prepared and delivered along with the CWBS Index and shall describe the extent of work that is to be accomplished and charged to each WBS element as well as the exit criteria for each element. All work efforts, including subcontract work, shall be identified in the CWBS. The Contractor shall use the CWBS as the primary framework for contract planning, budgeting, and status reporting of the cost, schedule, and technical performance status to the Government. The Contractor shall update the CWBS during the execution of the contract to keep it current with contractually authorized requirements. Changes to the CWBS or associated dictionary definitions at any level shall require prior approval from the Government. (CDRL A015)

#### ***Contractor Performance-Based Plan***

The Contractor shall develop a budget that reflects the resources required to complete all authorized work within the time constraints identified in the schedule. The schedule shall be constructed as a fully constrained, critical path, logic network for the timely achievement of milestones designated/approved by the PO; shall reflect a logical and executable sequence of effort; and shall be maintained via a

disciplined baseline. The technical content of all work shall be derived from the approved CWBS, CWBS Dictionary, and this PWS. Cost, schedule, and work requirements shall be integrated into a performance-based plan and shall be baselined no later than the second monthly submission of the MPPR deliverable. Performance shall be objectively measured to the maximum extent practicable. Only those tasks that cannot be measured as discrete or apportioned efforts may be classified, planned, and measured as Level of Effort (LOE). Time-phased work plans shall correspond to both the baseline schedule plan and Program Management Baseline (PMB). A PMB will be created for each build or release of the EFINANCE, LEAVEWEB and FMSUITE product and shall be baselined no later than the second monthly MPPR delivery. (CDRL A004)

### ***Integrated Master Schedule (IMS)***

The Contractor shall develop and maintain an IMS to manage the contractually authorized work for each release. The IMS will accompany the IMP. All scheduled work elements shall be integrated into the IMS, including all stakeholder groups within the EFINANCE, LEAVEWEB and FMSUITE program office, and the Contractor's development team. The Contractor shall employ an automated scheduling tool that will be integrated with their certified project management processes. No lower level or subcontractor schedule shall stand alone outside the IMS. The CWBS shall serve as the framework for defining and planning the scheduled work segments, and CWBS exit criteria shall be logically traceable to the IMS. The schedule shall be constructed as a logic-network employing Critical Path Methodology (CPM) and shall identify all activities, constraints, milestones, Contract Data Requirements List (CDRL) deliverables, and resource requirements for the entire period of performance. The schedules shall extend to a sufficient level of detail to mitigate risk and measure performance and shall ensure that vertical and horizontal traceability is maintained at all times. (CDRL A025 )

The Contractor shall report the integrated schedule plan, baseline, and performance information as applicable IAW the requirements stated herein and the CDRL delivery requirements for the IMS. All schedule reporting shall correspond to applicable CWBS elements and shall reconcile to the IMP, baselines, performance status, and forecasts. This IMS must be tracked, updated, and reported in the monthly MPPRs, at weekly Requirements Meetings, and provided on request. (CDRL A004)

### ***Program Performance Metrics***

The Contractor shall establish, maintain, and use software management metrics that are appropriate to the authorized scope of work and shall routinely report these to the PO in the monthly MPPR, as contractually specified. Software management metrics shall be product-oriented and/or based on performance parameters that are discretely measurable. The Contractor shall also support the PO in developing and reporting these metrics to other Government personnel. Changes that impact Contractor-delivered metrics shall require prior coordination with the PO. (CDRL A004 and CDRL A018)

### ***Reporting Requirements***

The Contractor shall report and deliver the metric performance as specified in the Contract CDRL to the PO. At a minimum, metrics shall be measured against an

established performance baseline and shall have thresholds established to indicate when management attention is warranted. Metric charts shall reflect trends over time and depict whether performance is improving or degrading. The Contractor shall present the status of key performance metrics in the MPPR. When metric thresholds are exceeded, the Contractor shall take appropriate corrective action, and present an action plan for recovery/mitigation. (CDRL A004)

## **Reviews**

### **Program Management Reviews (PMR) –**

The Contractor shall provide program status in a Contractor PMR when requested by the Program Manager. PMRs shall be either conducted at a facility designated by the Government or via telecom. The PMR will be chaired by the Government Program Manager or alternate. The Contractor shall provide meeting minutes and agendas. (CDRL A020)

### **Briefings –**

The Contractor shall prepare and present technical and status briefings with supporting aids, as required. (CDRL A021)

## **Transition Planning**

The Contractor shall deliver a Transition Plan within 60 working days after contract award. Delivery shall consist of one hard copy and an electronic copy in Microsoft® Word for Windows 2003 or higher format. (CDRL A002)

The Contractor shall conduct an inbound transition/outbound transition period to ensure a smooth transition in the change of work effort to the new Contractor. The Contractor shall cooperate to the extent required to permit an orderly change over to the new Contractor. The Contractor shall execute their Transition Plan which shall include contract entry and exit procedures.

### **Transition Support**

The Contractor shall execute the Transition Plans to affect successful project start-up. During the inbound transition/outbound transition period at contract expiration, the Contractor shall perform a joint inventory of Government Furnished Equipment (GFE) and Government Furnished Property (GFP) with the new Contractor and the Government. The timeframe for completion shall be the first month of performance of this contract. (CDRL A002)

## **Program Documentation**

The Contractor shall deliver all eFINANCE, LEAVEWEB and FMSUITE new and revised program documentation IAW the CDRL declaration and shall employ IEEE/EIA Standard 12207, Software Life Cycle Processes – Life Cycle Data, format and content, as amended where necessary (Contractor format acceptable).

### **Technical Study and Analysis Reports**

The Contractor shall prepare additional reports as deemed necessary to perform logistics studies and analyses as required by the PMO. Possible subjects for

study and analysis include, but are not limited to, proposed changes in system hardware and software and effects of changes in logistics processes on current applications. (CDRL A003)

#### **Source Code/Listing**

The source code shall be maintained as a configurable item in an Automated Configuration/Data Management tool (i.e. PVCS), and provided to the Government upon request, or with a version release. The contractor shall present the source Code/Listing in the Software Version Document (CDRL A012, CDRL A017).

#### **Executive Summary**

The Contractor shall prepare and update the EFINANCE, LEAVEWEB and FMSUITE Executive Summary and electronically submit it to the Government as required. (A016)

#### ***Information Assurance (IA)***

The software shall comply with Department of Defense Information Assurance Certification and Accreditation Process (DIACAP), National Institute of Science and Technology (NIST), DISA Security Technical Implementation Guide (STIG) standards, and Data Standardization requirements and be flexible to change to new standards as released. The contractor shall meet with and provide information to Government and functional contractor personnel to support system security DIACAP/NIST (re-certification, if determined necessary by the Government) requirements of the EFINANCE, LEAVEWEB and FMSUITE system or new standard if required.

All system maintenance and development efforts shall be planned, designed, developed/built, tested, deployed, and sustained in accordance with approved Federal, DoD, and AF policy, guidance, and standards. To accomplish this, the system shall comply with the most recent versions, amendments, and/or addendums of the statutory and regulatory policy and guidance or standards, as of the most recent contract date. Notably, DoD Information Assurance policy and guidance is contained within DOD 8500-series documents, and AF Information Assurance policy and guidance is contained within Air Force Instruction 33-200 series documents. In the event applicable Federal, DoD, and/or AF policies and guidance or standards change, the contractor will prepare a change proposal to bring the system into compliance with the new policies and guidance and/or standards. Appendix B provides a listing of key policy and guidance documents (current at this time) though not all-inclusive, with which EFINANCE, LEAVEWEB and FMSUITE must comply. Appendix D provides additional security requirements, which (except for DIACAP/NIST compliance) are not explicitly required by the guidance.

#### ***Software Version Document (SVD)***

The Contractor shall prepare and update the Software Version Document (SVD) for each software release, and electronically submit it to the Government as the product baseline (CDRL A012).

**Technical Requirements**

The Contractor shall develop and maintain a Software Development Plan (SDP) that addresses how the technical requirements will be accomplished (CDRL A005). The Contractor shall accomplish maintenance, sustainment, enhancement, and integration of the EFINANCE, LEAVEWEB and FMSUITE system in its normal, required production mode, as described in the applicable life cycle documentation.

The functional customer, in conjunction with the EFINANCE, LEAVEWEB and FMSUITE Functional Requirements Review Board (FRRB), shall establish the requirements for each version release of the EFINANCE, LEAVEWEB and FMSUITE application. Once a version release is established, the Contractor shall perform requirements analysis and project planning to develop the defined version release.

For each project, the Contractor shall develop a SDP that details the project plan, including the requirements, effort, duration, risks, assumptions, derived requirements, and any associated costs. The SDP will be based on the IMP and will document any deviation from the IMP. The SDP will be a living document through the development project and will be used to track changes that occur after a project is baselined.

Each SDP will contain lower-level requirements definition to the extent that the impacted area of EFINANCE, LEAVEWEB and FMSUITE functionality is clearly defined. The impacted or new application layer programs and/or database objects will be identified for each requirement. The SDP will contain reference information on how the project plan will be implemented according to the SQA and Software CM plans.

The Contractor shall develop Software Requirements Specifications (SRS), Preliminary Design Documents (PDD), Software Design Documents (SDD), Software Test Plan (STP), Software Test Descriptions (STD), Software Test Reports (STR), and Release Instructions that shall be approved automatically, unless the Government gives notice of disapproval. The Contractor shall resubmit revised deliverables within five workdays of receipt of the Government disapproval notice. If deliverables are "accepted with comments," the Contractor shall resolve in the next deliverable. As required, submittal shall be IAW the Contractor's schedule. Unless specified otherwise, submission will be via electronic media. ([CDRL A005](#), [A006](#), [A007](#), [A008](#), [A009](#), [A010](#), [A011](#) and [A019](#)).

**Technical Reviews**

When directed by the PMO, the Contractor shall conduct technical and management software reviews. These reviews shall be reserved for high value and/or high interest efforts. These reviews shall be conducted IAW those identified in IEEE Standard 1028, Standard for Software Reviews.

The PMO reserves the right to conduct other types of reviews when deemed necessary. The Contractor shall schedule periodic Contractor facility walk-through with PMO personnel or their representatives throughout the duration of this contract to review code changes, documentation, and artifacts as they are being developed.



***Technical Interchange Meeting (TIM)***

The Contractor shall attend TIMs with the designated Government representative and other designated Contractors to review, and/or clarify/modify technical or functional issues pertaining to any aspect of the task requirements. The Contractor shall recommend a TIM meeting, when necessary, to discuss recommended changes when a TIM meeting is not scheduled. The Contractor shall prepare automated TIM minutes reflecting all decisions made in the TIM. Both the Contractor and the Government will sign the minutes, which are made a permanent part of the task record. The Contractor shall prepare briefings and agendas when required, and submit to Government personnel via email.

***Configuration Management/Data Management (CM/DM)***

The Contractor shall implement and maintain a formal CM/DM program. This program shall document the methodologies used for the application of CM/DM techniques as they relate to all documentation, software, and other deliverables in a Software Configuration Management Plan (SCMP). The Contractor shall employ automated tools for CM/DM, and those tools will be integrated with their certified processes for configuration management. The SCMP shall be included as part of the IMP and delivered as a separate document. ([CDRL A024](#)).

***Change Documents***

Four types of change vehicles are used for maintaining or sustaining EFINANCE, LEAVEWEB and FMSUITE modules: the Communications and Information Systems Requirements Document (CSRD), the Discrepancy Report (DR), the Change Request (CR), and the Software Problem Report (SPR). An additional document, the Database Change Request (DCR), is PMO generated and may accompany the CSRD or DR throughout the change process. All change requests shall be documented in the SBM/ITLML tools used by the EFINANCE, LEAVEWEB and FMSUITE program to track requirements changes and DRs per the EFINANCE, LEAVEWEB and FMSUITE Help Desk and CR/DR Response Process.

***Communications and Information Systems Requirements Document (CSRD)***

The PMO will document any new requirement(s) to a EFINANCE, LEAVEWEB and FMSUITE module/sub-module on a CSRD. Upon receipt of the CSRD, which normally impacts requirements baselines, the Contractor shall prepare and submit a response IAW section 4 "Change Response Documents."

***Change Request (CR)***

The PMO will document any new requirement(s) or enhancements to EFINANCE, LEAVEWEB and FMSUITE module/sub-module on a CR. Upon receipt of the CR and request of the PMO, which normally impacts requirements baselines, the Contractor shall prepare and submit a ROM response IAW Paragraph 0 "Rough Order of Magnitude (ROM)."

As part of CR reviews, the Contractor shall evaluate the functionality of the



affected Computer Software Units (CSUs) and subsystems and apply Service Oriented Architecture principles where appropriate.

### ***Discrepancy Report (DR)***

The PMO or Contractor will generate a DR whenever a previously undetected discrepancy is discovered in EFINANCE, LEAVEWEB and FMSUITE operational module/sub-module. When directed by the PMO, the Contractor shall conduct the necessary analysis to develop and submit estimates for specified DRs and make recommendations for DR consolidation. The definitions for software DR Categories are as follows:

CAT 1 – ‘Critical’: Denotes a problem that prevents accomplishment of essential capability or jeopardizes safety or other requirements designated as ‘Critical’. Provide a fix or workaround within 48 hours of the DR creation with a maximum of seven (7) days for the fix to be sent to the field.

CAT 2 – ‘Major’: Denotes a problem that adversely affects the accomplishment of an essential capability or adversely affects cost, technical, or schedule risks to the project or to the life cycle support of the system and no work-around solution is known. For fielded systems, provide a fix/work-around release within 45 days of the DR creation.

CAT 3 – ‘Average’: Denotes a problem that adversely affects the accomplishment of an essential capability or adversely affects costs, technical/scheduled risks to the project or to the life cycle support of the system and a work-around solution is known.

CAT 4 – ‘Minor’: Denotes a problem that results in operator inconvenience or annoyance but does not affect a required operational or mission essential capability or results in inconvenience or annoyance for development/maintenance personnel, but does not prevent the accomplishment of the responsibilities of those personnel.

CAT 5 – ‘Other’: Denotes any other effect not covered by any other category definition given previously.

### ***Software Problem Report (SPR)/Anomaly***

The PMO or Government Acceptance Test (GAT) team will generate an SPR/Anomaly in (requirements management software TBD) whenever an anomaly is discovered in a EFINANCE, LEAVEWEB and FMSUITE module/sub-module during GAT to document the anomalies. The Contractor shall analyze the anomalies based on the stated and derived project requirements to determine whether the anomaly is a valid defect or a new requirement. Defects shall be corrected and re-submitted to the Government for validation until the problem is resolved. Any SPRs/Anomalies that are determined to be a new requirement will be reviewed by the EFINANCE, LEAVEWEB and FMSUITE Configuration Control Board (CCB). If SPRs/Anomalies classified as defects are not resolved during that specific release, they will be re-written as DRs to be incorporated into a future

release.

## **Change Response Documents**

### ***Rough Order of Magnitude (ROM)***

Upon PMO request, the Contractor shall use the ROM format to provide roughly estimated effort (cost and length of time), and technical solution(s) for potential changes to a EFINANCE, LEAVEWEB and FMSUITE operational module. The PMO will review the proposed ROM to determine the validity and acceptability of the proposed change. No work will be started unless directed in writing by PMO. The Contractor develops and provides the ROM to SAF/FMF (AFFSO) for determination whether they want to implement the change. If SAF/FMF (AFFSO) approves, the PM will direct the Contractor to start work.

### ***Advance Change/Study Notice (ACSN)***

A request for ACSN will be issued by the PMO to initiate requirements changes or direct studies to be accomplished by the Contractor. The PMO will review the proposed ACSN to determine the validity and acceptability of the proposed change before any Contractor work is started. No work will be started unless directed in writing by the PMO.

### ***Engineering Change Proposal (ECP)***

When directed by the PMO, the Contractor shall provide an ECP. The Contractor may determine the format of the ECP as long as, at a minimum, the following type of information is presented:

- Administrative Information
- Proposed Technical Solution Information
- Data Environment
- Detailed Cost and Schedule Information
- Risk Mitigation

## **Quality Assurance (QA)**

The Contractor shall implement and maintain a formal QA program and shall use those methodologies in satisfying all the requirements. The Contractor shall develop and document the QA program and methodologies in a Software Quality Assurance Plan (SQAP) ([CDRL A022](#))

### ***Quality Control Plan (QCP)***

In compliance with the clause entitled Inspection of Services, the Contractor shall establish and maintain a complete QCP to ensure the requirements of this contract are provided as specified. At any time during contract performance, the Government has the right to require revisions of the QCP at no cost to the Government should the incorporated plan fail to control the quality of service provided. The plan shall include, but is not limited to, the following: ([CDRL A023](#)).

- A description of the inspection system, which addresses all services listed in the PWS

- Frequency of inspections
- Title of the individual(s) who shall perform the inspections and their organizational placement
- A description of methods for identifying, correcting, and preventing defects in the quality of service performed before the level becomes unacceptable
- On-site records of all inspections conducted by the Contractor. The methods, information, and reporting shall be documented in the QCP and the Software Quality Assurance Plan (SQAP).

An assessment of the Contractor's performance will be an important factor in determining option year extensions to the contract period. Each Contractor's performance will be evaluated annually. If the period of performance for the order is 12 months or less, or if the contract has less than 12 months remaining until completion, performance for that period will be assessed at contract completion.

### ***Objective 2 –Maintenance and Sustainment Support***

The Contractor shall perform maintenance and sustainment activities that are required to optimize a system or provide minor system updates as well as the support necessary to facilitate AF processes. CSRDs, DRs, or CRs will define these efforts and will be incrementally provided to the Contractor by the EFINANCE, LEAVEWEB and FMSUITE Program Office over the period of performance of this contract.

Sustainment is defined as:

- System modification performed after delivery to maintain usability in a changing technological environment
- System modification to improve performance or maintainability

Maintenance is defined as:

- Routine: Routine is scheduled daily maintenance (see general and specific tasking listed below) necessary for on-going system operation or to correct previously undetected software system defects. Routine maintenance also includes system modifications to improve performance or maintainability in a changing technological environment. This will include DR Categories (CAT) III – V and shall be accomplished IAW the government agreed-to schedule with the Program Manager (PM).
- Emergency: Emergency maintenance is the unscheduled or unplanned activity performed to prevent:
  - Loss of an operational or mission critical capability (this includes loss of functionality due to missing or bad data).
  - Loss of safety, security, or other requirements designated 'critical'.
  - Degradation of a mission essential or operation capability and no work-around solution is available.

This will include DR CAT I and II and Time Compliance Network Orders (TCNO).

### **Software Support**

The Contractor shall maintain all previously generated EFINANCE, LEAVEWEB and FMSUITE code and shall integrate other Commercial Off The Shelf (COTS) products as required and approved by the PMO.

**Interface Support**

The PMO maintains a number of specialized data interfaces (both incoming and outgoing) internal to EFINANCE, LEAVEWEB and FMSUITE and external with other AF systems and other DoD agencies, such as the DFAS. The Contractor shall maintain ongoing coordination with and support to the PMO personnel developing and maintaining Interface Control Documents (ICDs), Memorandum of Agreement (MOA), and Interface Requirement Agreement (IRA) for these systems. The Contractor shall provide the following types of ICD/IRA support:

- Data entity research
- TIM participation
- Requirements definition (as it pertains to interfaces)
- Ad Hoc queries and production of sample data

**Installation Support - Implementation Planning**

The Contractor shall provide primary and secondary technical support for the activation, installation, and/or upgrade of EFINANCE, LEAVEWEB and FMSUITE sites. This may include providing a member(s) to travel with the Government installation team.

***Objective 3 – Major Enhancement Projects*****Project Upgrade(s) and Major Enhancement(s)**

The Contractor shall manage, plan, complete the design, code, test, deliver, and train the trainer of EFINANCE, LEAVEWEB and FMSUITE for any Software Upgrade(s) or major enhancement(s) IAW this PWS. Upgrade(s) includes the migration of LEAVEWEB application and database architecture into a single environment and migration of FMSUITE components into a consolidated architecture.

As part of Major Enhancements/Upgrades, the Contractor shall evaluate the functionality of the affected CSUs and subsystems and apply Service Oriented Architecture principles where appropriate.

***Implementation Planning***

As required and documented in the SDP, the Contractor shall develop Implementation Plans for each corresponding version change. This plan shall identify all requirements, steps, and processes necessary to activate the corresponding EFINANCE, LEAVEWEB and FMSUITE version.

***Design***

The Contractor shall complete the design of project IAW the IEEE/EIA Standard 12207, IEEE Standard 1028, and the Government's System Engineering Process (SEP) as well as Contractors standard processes.

***Code***

The Contractor shall code the project IAW the IEEE/EIA Standard 12207, IEEE Standard 1028, and the Government's SEP as well as the Contractor's standard processes.

**Test**

The Contractor shall test the project IAW the IEEE/EIA Standard 12207, IEEE Standard 1028, PWS section 4, and the Government's SEP as well as Contractors standard processes.

**System Installation and Checkout**

The Contractor shall provide technical support to the Government deployment team during system deployment as required.

**Training**

The Contractor shall update existing EFINANCE, LEAVEWEB and FMSUITE training materials that are impacted by the changes implemented in the project. ([CDRL A014](#))

**Objective 4 – Testing**

The Contractor shall support activities necessary to test maintenance, sustainment, enhancement, or integration/consolidation block releases prior to delivery for Qualification Test and Evaluation (QT&E) compliant with AFI 99-103, Capabilities-Based Test and Evaluation. This includes the steps necessary to demonstrate that each block release satisfies requirements specified through DR correction, DR implementation, CR development, or CSRD development. The Contractor shall deliver block releases to the PMO to load on the Test Server for QT&E testing. The Contractor shall provide the basic software testing approach in the Software Test Plan (STP) ([CDRL A009](#)).

The specific test scripts and step-by-step instructions shall be captured in the Financial Management Information Technology Lifecycle Management (IT LM) tool and provided to the Government upon request. (Note: The QT&E testers will use, but are not limited to, the test scripts provided by the Contractor.) The Contractor shall provide a Software Test Report (STR) ([CDRL A011](#)) per the SDP and project schedule. The Contractor shall support QT&E for all EFINANCE, LEAVEWEB and FMSUITE releases.

After QT&E begins, if any anomalies (SPRs) are encountered, they shall be documented in Financial Management (FM) Information Technology Lifecycle Management (IT LM) tool. The Contractor shall analyze the anomalies based on the stated and derived project requirements to determine if the anomaly is valid, a defect, or a new requirement. Defects shall be corrected and re-submitted to the Government for validation testing until the problem is resolved. If any CAT 3, 4, or 5 anomaly/SPRs are not completed, for any reason, they will become DRs to be prioritized and fixed in a future release. This will be done with the approval of the PMO. If an anomaly is identified as a new requirement, this will be reviewed by the EFINANCE, LEAVEWEB and FMSUITE CCB to decide if the new requirement is added to the current project or deferred to a later project. As required by the Government and documented in the SDP, the QT&E team and the Contractor (Integrated Test Team) will conduct a final regression test to ensure the installation to production was correct and the system functions properly.

The Contractor shall facilitate an environment in which the PMO testers participate in requirements definition, requirements allocation to software modules, design architecture, and design change technical interchange discussions. The Contractor shall accommodate Government testers' participation in the STP and test script evolution and observe software

integration testing.

### ***Objective 5 – Development Environment***

The Contractor shall maintain an environment suitable to conduct EFINANCE, LEAVEWEB and FMSUITE maintenance, sustainment, and enhancement activities identified in this PWS. Activities shall not be limited to, but will include administration support for servers and desktops, installation of server and client software and patches, identification and collection of suitable test data. Hardware, software, and communications components may be comprised of GFE and Contractor-owned equipment.

The Contractor shall ensure periodic backups are conducted for all data maintained at the Contractor facility. The Contractor shall ensure that backup media (for example, tapes and compact discs) are secured in a manner commensurate with the criticality and sensitivity of the data backed up, and IAW the specific contract vehicle. The Contractor shall be required to store backup media in a location other than the Contractor's primary computer facility.

### ***Objective 6 – User Training Support***

The Contractor shall provide training for SAF/FMF AFFSO instructors (train-the-trainer) for each EFINANCE, LEAVEWEB and FMSUITE version release. The Contractor shall provide documentation to the EFINANCE, LEAVEWEB and FMSUITE users such as the Software Version Document, Getting Started Guide, and EFINANCE, LEAVEWEB and FMSUITE training materials and exercises (CDRLs A012, A013, A014, A025). This documentation shall augment the Online Help functions in the explanation of EFINANCE, LEAVEWEB and FMSUITE functionality and usage. The Contractor shall update the documentation and training materials to reflect corresponding version changes and changes initiated by the Government. The training must be rated above average by a minimum of 90 percent of the students. (CDRL A014)

The Contractor shall prepare and provide EFINANCE, LEAVEWEB and FMSUITE training materials for training classes provided by SAF/FMF, including training manuals, class materials, and the training database. The training classes will utilize instructor review/feedback forms to report user feedback on the instructor and subject material. The training materials must be rated above average by a minimum of 90 percent of the students. (CDRL A014)

### ***Objective 7 – Contractor Help Desk Support***

The Contractor shall provide ongoing system administration (SA) and telephone troubleshooting support (Help Desk) for EFINANCE, LEAVEWEB and FMSUITE users. The Contractor shall implement and maintain an eight-hour/five days a week/52 weeks a year (8/5/52) Help Desk with tier 2 and 3 support. The core help desk support hours shall be 0800 – 1700 (Eastern Time), Monday through Friday (excluding official Government holidays). Help Desk activities include, but are not limited to:

- Correct identified problems (achieving resolution).
- Perform metrics collection and reporting.
- Provide ticket resolution descriptions to the Serena Business Manager system.

The Contractor shall provide ongoing system administration and monitoring support during the period of performance of this PWS. The definitions for software DR Categories are as follows:

Level I – ‘Urgent’: Denotes an issue that prevents accomplishment of essential capability or mission-critical work or security. Provide a fix or workaround within 24-48 hours of the Help Desk Ticket creation.

Level II – ‘High’: Denotes a problem that adversely affects the accomplishment of an essential capability and no work-around solution is known. Provide a fix or workaround within 2 – 7 days of the Help Desk Ticket creation.

Level III – ‘Medium’: Denotes a problem that adversely affects the accomplishment of an essential capability and a work-around solution is known. Provide a fix or workaround within 1 – 2 weeks of the Help Desk Ticket creation.

Level IV – ‘Low’: Denotes a problem that results in operator inconvenience or annoyance but does not affect a required operational or mission essential capability or results in inconvenience or annoyance for development/maintenance personnel, but does not prevent the accomplishment of the responsibilities of those personnel. Provide a fix or workaround within 2 – 4 weeks of the Help Desk Ticket creation.

Level V – ‘Other’: Denotes any other effect not covered by any other category definition given previously. Provide a fix or workaround within >4 weeks of the Help Desk Ticket creation.

## 5 Meeting Objectives

To accomplish the Meeting Objectives of this Task Order the Contractor shall participate in the following meetings. Nothing discussed in any meetings or discussions between the Government and the Contractor shall be construed as adding, deleting, or modifying contractual agreement without written authorization from the Contracting Officer.

### ***Meeting Objective 1 – Initial Business/Kickoff Meeting***

Within five (5) business days following the Task Order award date (or other time mutually agreed between the parties), the Contractor representatives will meet with the the GSA Contracting Officer, GSA COTR, and Government program manager or designee to review the contractor’s understanding of the requirements, goals and objectives of this task order. The contractor shall also address the status of any issues that will affect contractor start-up/ramp-up toward achieving full service/support capability. The Government will be responsible for taking minutes of this meeting.

### ***Meeting Objective 2 – Ad hoc Technical / Work Status / Administrative Meetings***

The Contractor shall, if requested by the Government, participate in monthly status meetings or ad hoc technical meetings or ad hoc work status meetings at a mutually agreeable time and place to discuss tasking, work progress, technical problems, performance issues, or other technical matters. During these meetings the Contractor shall at least provide accomplishments, problems and issues and planned actions. The Contractor shall take minutes of these meetings and include them in a Monthly Status Report (Data Item A003). These meetings will occur at a time and place mutually agreed upon by the parties.

***Meeting Objective 3 – Contract Administration Meetings***

The Contracting Officer (CO) may require the authorized Contractor representative to meet or participate in a teleconference with authorized Government personnel as often as deemed necessary to discuss contract performance or administrative issues. The Contractor may also request a meeting with the CO when deemed necessary. The content of meetings shall be documented in writing. Minutes shall be approved by both parties and shall be included in the Government contract file.

**6 Contract-wide Objectives*****Contract-wide Objective 1 – Contract and Project Management***

The Contractor shall be solely responsible for managing the work performed in the execution of this contract/order. This includes the responsibility to –

- assign appropriate resources to each task,
- maintain clear organizational lines of authority,
- ensure effective contract task management and administration
- establish and use proven policies, processes, analyses, and best practices

The Contractor shall maintain project milestones for each assigned task. The Contractor shall coordinate all work with the SAF/FM Program Office. The Contractor shall update Government representatives on work progress and task milestones during the monthly status meetings.

***Contract-wide Objective 2 – Subcontract Management***

The Contractor shall be fully responsible for management, control, and performance of any Subcontractor used on this contract. If a Subcontractor is being used, the Prime Contractor must inform the Government. Use of a Subcontractor on the Contractor's team shall not relieve the Prime Contractor of responsibility nor accountability in the execution of this contract/order.

***Contract-wide Objective 3 – Business Relations***

A primary element of project success is the business relationship between the Contractor and Government representatives. Within this context the Government will monitor the Contractor's contribution to business relations and provide feedback when required. The Contractor shall make every effort to establish and maintain clear and constant communication channels with the Government primaries (CO, COTR, and Air Force Technical Representative) of this contract for the purpose of:

- Promptly identifying PWS and/or business relationship issues of controversy and the bilateral development and implementation of corrective action plans.
- Ensuring the professional and ethical behavior of Contractor personnel.
- Maintaining effective and responsive Subcontractor management.
- Ensuring the Contractor support team is fully aware and engaged in strengthening the interdependency that exists between the Contractors and their Government counterparts.



- Facilitating Contractor–Government collaboration for continuous improvement in the conduct of PWS tasks, reducing risks, costs and meeting the mission needs of the F-15 program.

***Contract-wide Objective 4 – Contractor Response***

The contractor shall ensure prompt response to Government inquiries, requests for information or requests for contractual actions.

***Contract-wide Objective 5 – Team Continuity and Employee Retention***

The Government recognizes the benefits in maintaining the continuity of contractor team members. These benefits include but are not limited to retention of corporate knowledge, minimizing contractor familiarization, maintaining/increasing performance levels, schedule adherence and preserving organizational interfaces developed over time. These benefits also accrue to the Contractor. Within the context of effective and efficient personnel management, the Contractor shall take reasonable and appropriate steps to retain the qualified employees staffed against this contract to maintain continuity and performance while effectively reducing costs borne by the Government.

***Contract-wide Objective 6 – Professional Appearance***

Contractor employees shall present a neat and professional appearance appropriate to the work being performed at all times when interacting with Government representatives, working in Government facilities, or representing the Government at meetings or before third parties.

## **7 Additional Performance Requirements**

***Location of Work***

Work is to be performed primarily at the Program Office, Wright-Patterson AFB, OH. Contractor may be required to perform work at the Contractor's facility.

The Contractor shall furnish appropriate facilities, supplies, and services for any off-site support to perform the work in this PWS. The Contractor facility shall be located within 50 miles of the Government Program Office.

***Time of Work******Normal Hours***

The contractor will follow a flexible work schedule with core duty hours from 0830 thru 1530, Monday through Friday, except for federal holidays. Reporting for duty may not start earlier than 0630 nor later than 0830, as long as an 8-hour duty day performed. However, certain events may require services beyond the normal duty hours. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule

constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

### **Holidays**

The Government shall observe the following holidays.

|                             |                  |
|-----------------------------|------------------|
| New Years Day               | Labor Day        |
| Martin Luther King Jr., Day | Columbus Day     |
| Presidents' Day             | Veteran's Day    |
| Memorial Day                | Thanksgiving Day |
| Independence Day            | Christmas Day    |

### **Base Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location or utilizing a tele-work environment. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from base closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract.

All services to be performed under this contract/order have been determined to be non-essential for performance during a base closure. Should the base be closed, the Contractor shall be notified by either the Contracting Officer, Air Force Technical Representative, or a local television or radio station. The Contractor is responsible for notifying its employees about base closures. Contractor employees are not to report to the base if it is closed and will adhere to delays, unless otherwise specifically instructed otherwise by the CO or Air Force Technical Representative. This latter case would only be necessary if it is determined that Contractor operations are necessary to support crisis operations per Department of Defense Instruction (DoDI) 3020.37, Continuation of Essential DoD Contractor Services during a Crisis, and Air Force implementation thereof.

**Travel****Controlling Regulation**

All travel performed under this Task Order shall be governed by provision SCP-FSS-002 Specific Proposal Submission Instructions (Jun 2009), paragraph (c)(9), by clause C-FSS-370 – Contractor Tasks/Special Requirements (Nov 2003), paragraph (b) as found in the MOBIS contract solicitation, by the Joint Travel Regulations (JTR), and by the cost reimbursement provisions found in FAR Part 31.

**Temporary Duty (TDY) Travel Purpose, Requirement, and Authorization**

The Government may authorize and require Contractor personnel to travel to participate in meetings, reviews, audits and other efforts as necessary to accomplish assigned tasks. When travel is required by the Government, the Government shall make every effort to give the Contractor three days written notice. All travel plans (including agenda, itinerary, and dates), shall be coordinated, submitted to, and approved by the Air Force Technical representative prior to travel, to ensure that all trips support the objectives of this task order and that the Government receives the maximum benefit from each trip. The Contractor shall ensure that the requested travel costs do not exceed the amount authorized in this task order. The Contractor shall provide a trip report upon completion of trip. Both distant and local travel may be authorized under this task order. Local travel does not include the commuting costs incurred by Contractor employees to travel to and from their place of residence to any work site within 50 miles of their residence.

**Travel Conditions and Limitations**

Conditions and limitations applying to travel associated under this task order/contract are as follows:

- Reimbursement is authorized for local business travel that begins and ends at a business location other than the employee's residence.
- Reimbursement is authorized for distant travel that is defined as travel greater than a 50-mile radius from either WPAFB, the Contractors place of business, or a Contractor employee's residence. The contractor will be reimbursed by the government for travel and per diem expenses incurred by contractor personnel to the extent authorized by applicable contract provisions and governing regulation. Travel costs are reimbursable in accordance with FAR 31.205-46.
- The contractor shall use the most economical means of transportation consistent with accomplishment of the contract and to limit major costs. Items such as airfare, vehicle rental, mileage rates, and per diem allowances are reimbursable to the extent that they do not exceed the maximum rates in effect at the time of travel as set forth in the Federal Travel Regulations or Joint Travel Regulations (JTR).
- Reimbursement claims must include proof of payment and must be approved by the Air Force Technical Representative prior to payment. For local vehicle travel, primarily contemplated for off-base material pick-up, claims will include "trip tickets" containing the following information:
  1. Name of the person performing the travel.
  2. Date of travel.

- 3."Travel to" and "Travel from" locations
4. Miles traveled
5. Purpose of travel
6. Amount claimed with breakout of costs (i.e. mileage rate, parking, tolls, etc.).

**Travel Budget / Ceilings.**

The budgeted amounts for the Contractor's authorized travel under this Task Order are shown on the Task Order award. These are "not to exceed" ceiling amounts. If the Contractor determines that anticipated travel will exceed these ceiling amounts the Government should be notified immediately. The Contractor shall not incur travel costs in excess of these individual amounts. These amounts can only be changed by Task Order modification signed by the Contracting Officer.

***Limitations on Contractor Performance***

The Contractor shall NOT perform the following functions in connection with the services provided under this task order.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with Air Force suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

***Privacy Act Requirements***

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

***Personal Services***

This is not a "Personal Services" contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that "Personal Services" employer-employee relationships are not created between government and contractor employees during performance of this task order. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor's designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All tasks will be initiated using approved AF Form 3215-IT/NSS Requirements Document.

- All government direction or approval of contractor initiated suggestions shall be documented using approved AF Form 3215-IT/NSS Requirements Document.
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this task order shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing "Personal Services" as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Air Force badge requirements. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees' work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

#### ***Rehabilitation Act Compliance (Section 508)***

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>  
<http://www.access-board.gov/508.htm>  
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

***Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest***

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this Task Order. No specific firm is currently identified but firm may be identified during the course of contract/task order performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed on this task order. The Contractor shall comply with the provisions of the task order clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the Task Order.

***Operation of Privately Owned Vehicles on Wright Patterson Air Force Base***

Contractor personnel shall comply with directives pertaining to operation of privately owned vehicles on Wright-Patterson Air Force Base per AFI 31-218, Motor Vehicle Traffic Supervision.

***Performance of Services during a Crisis Declared by the National Command Authority or Overseas Combatant Commander***

In the event of a crisis, as defined by the National Command Authority or Overseas Combatant Commander, the government may require the Contractor to perform services that are deemed essential for performance according to DoDI 3020.37, outside normal business hours (specified above). In such cases the contractor shall continue the performance of services as documented in this PWS to support the warfighter, as directed by the CO.

As the result of a crisis the Contractor may exceed the labor hour ceiling established in this task order. In this case, at the request of the Contractor, the government agrees to negotiate in good faith an upward adjustment of the labor hour and price ceiling. The Contractor shall notify the government technical representative and Contracting Officer if it anticipates the need for a task order adjustment to increase the ceiling.

***Mobility Deployment and Disaster Preparedness Exercises and other contingencies***

On occasion, the contractor's services may be required to support an activation or exercise of contingency plans. The contractor's local project manager shall be notified by the government if this should occur. Special or emergency situations (i.e., weather related situations, base closures, reduced activity around Christmas/New Years) may necessitate the contractor operating on a reduced basis and notification will be made through facility official communication channels (e.g., recall roster activation or local news media release).

## 8 Personnel Requirements

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***NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.***

%%%

### ***Personnel Qualifications – General***

All personnel working on this contract shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.
- All personnel shall comply with DoD 8570.01-M requirements.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

### ***Project Manager Requirements***

The Contractor's Project Manager shall be the primary point of contact for the Government and shall be responsible for the management, content, and quality of work performed on this task order. The Contractor's Project Manager must be available to coordinate with Government representatives on a daily basis if required. The Contractor shall provide the Project Manager who is specified in their proposal for a minimum of the initial period of this Task Order, unless otherwise agreed between the parties. The Contractor shall provide a competent backup for the Project Manager in the event of a temporary absence and a competent replacement for the Project Manager in the event of the PM's extended absence (more than two weeks or other time as agreed between the parties).

The project manager and alternate(s) must be able to communicate clearly (read, write, speak, and understand English.)

The Project Manager must have credentials that substantiate that he or she has

- educational attainment that is appropriate for managing the type of work described in the PWS, both in size and scope.
- mature experience in project management.
- successful management of project tasks and coordination of employees in various labor categories and with various skills in projects of similar size and scope as the one identified in this PWS.

- demonstrated experience managing, coordinating, and facilitating a team's efforts effectively and efficiently in a Time and Material/Labor Hour contracted environment within DoD.
- sufficient experience to be conversant in and have a working knowledge of each of the six (6) technical objectives of the PWS. The PM's experience must demonstrate that he or she can understand all aspects of the work, with the ability to direct the staff to perform successfully.
- knowledge of Air Force management practices and program implementation.
- an appropriate security clearance as prescribed in Section 9, "Security Requirements" of this PWS.

## **Key Personnel**

### **Definition & List of Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of contract/task order award\*. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

The following Contractor personnel will be considered to be "Key Personnel" under this contract / delivery order.

Program/Project Manger

*\*Note: Failure of the Contractor to furnish proposed key personnel shall be viewed as a breach of contract and may be grounds for a default determination by the Government.*

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to the contract/task order. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this task order, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.



***Personnel Substitutions***

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

***Staff Maintenance***

Due to the demanding nature of the program, it is essential that the Contractor maintain sufficient staffing levels to accomplish all required tasks. This is especially true because many labor skills are in short supply and the program must rely on a single employee to fill one or multiple roles. During any transition of personnel, the Contractor shall make every effort to maintain manning without loss of service days to the Government. This may necessitate the use of temporarily assigned employees to fill short term gaps between permanently assigned employees.

The Contractor is required to use and/or replace all personnel with those who meet the minimum qualifications as stipulated above, in this PWS Section 7 –Personnel Qualifications and Staff Employee Requirements, and should strive to replace departing personnel with those having appropriate and/or equal qualifications. Failure on the part of the Contractor to employ an adequate number of qualified personnel to perform this work will not excuse the Contractor from failure to perform required tasks within the cost, performance, and delivery parameters of this contract / task order.

***Contractor Employee Work Credentials.***

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

**9 Security Requirements*****Compliance with Security Requirements***

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in this contract.

The Contractor shall be responsible for ensuring all employees supporting this contract comply with all security requirements imposed by the local commander at all times while on the installation and shall follow instructions of the local organizational commander pertaining to security.

The security requirements for this task order will be further defined Form DD254.provided to the Contractor after contract award.

***National Agency Check Plus Written Inquiries (NACI)***

DoD military, civilian, consultants, and Contractor personnel using an unclassified Automated Information System (AIS), including email, must have, at a minimum, a

NACI/Entrance NACI in accordance with DoD Directive 5200.2-R Personnel Security Program, change 3, Apr 99. Upon receipt of a contract where the employee will have access to automated information systems, the Contractor is required to complete the application and apply for a NACI for any employees not currently having a NACI.

### ***Security Clearances***

All Contractors that have root access to operate, modify, or maintain a Government system must possess a favorable trustworthiness determination based on a Single Scope Background Investigation (SSBI). The SSBI shall be submitted thru the Government Security Manager for processing IAW DoD 5200.2-R, DoD Personnel Security Program, Appendix K; AFI 31-501, Personnel Security Program Management and AFI 31-601, Industrial Security Program Management.

Personnel requiring physical access to equipment may require a secret clearance to obtain building access.

### ***Common Access Card & Contractor ID Badges***

Identification badges shall be required and shall be worn and displayed at all times while in Government facilities.

When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.

The Contractor shall obtain base identification cards for all Contractor personnel who make frequent visits to or perform work on Government installation(s) cited in the contract.

### ***Security Compliance***

Compliance with Air Force Instructions (AFI), Air Force System Security Instructions (AFSSIs) and Memorandums (AFSSM) is mandatory. The security instructions provide guidance to ensure Automated Information System data protection.

### ***Performance of Services During Emergency Conditions Declared by Wright-Patterson AFB Authority***

In the event an emergency is declared for WPAFB necessitating the implementation of an alternate work schedule (other than a standard 8-hour day, Monday – Friday work week), services provided under this contract may require implementation of an alternate work schedule, not to exceed a 40-hour work week unless authorized by the PMO. The PMO will make the notification to the Contractor point of contact. A modified work schedule shall be adopted for the duration of the declared emergency, and the Contractor shall comply with the provision of that alternate work schedule.

### ***Continuation of Essential Department of Defense (DoD) Contractor services during Crisis***

This requirement has been determined **not** to be essential and **does not** require continued support during a crisis as defined in DoDI 3020.37, E2.1.1 and E2.1.3.

***Disaster Recovery and Contingency Planning***

The Contractor shall provide support for any and all Contingency of Operation (COOP) activities requested by the PMO. These can include, but are not limited to:

- Technical support personnel for planning or operations
- Potential off-site storage and backup support

Any work associated with performing COOP testing functions or actual COOP deployment shall occur under the same conditions as specified for a declared crisis i.e., services shall not exceed the 40 hour work week unless authorized by the Contracting Officer.

***Facility Security Requirements***

The Contractor shall have a facility clearance with safeguarding capabilities required. The Contractor will require access to For Official Use Only (FOUO) Information.

***Personal Identity Verification***

The Contractor shall comply with the following Personal Identity Verification clause.

**52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

***Unescorted Entry Authorization Certificate***

The contractor shall provide information required for completion of an "Unescorted Entry Authorization Certificate" (AF 2586) for each employee requiring entry into controlled areas.

***Non-Disclosure Statement.***

Each Contractor employee (including temporary employees) assigned to work under this contract / order shall complete the attached "Contractor Employee Non-Disclosure Agreement". A copy of each signed and witnessed Non-Disclosure agreement shall be submitted to the Air Force Technical Representative prior to performing any work under this contract.

The Contractor shall not release, publish, or disclose sensitive information to unauthorized personnel, and shall protect such information in accordance with provisions of the following laws and any other pertinent laws and regulations governing the confidentiality of sensitive information:

18 U.S.C. 641 (Criminal Code: Public Money, Property or Records)

18 U.S.C. 1905 (Criminal Code: Disclosure of Confidential Information)

Public Law 96-511 (Paperwork Reduction Act)

**10 Period of Performance**

The maximum potential period of performance of this order is three years starting on the day of

Task Order award or designated effective date; with a Base Period of 12 months and two Option Periods of 12 months each. The Government reserves the unilateral right to exercise an option period prior to the expiration of the Base or option period. The Government shall give the Contractor at least 30 days prior notice of its intent to exercise the option.

Planned performance periods are as follows:

|               |                         |
|---------------|-------------------------|
| Base year     | 6 Aug 2015 – 5 Aug 2016 |
| Option year 1 | 6 Aug 2016 – 5 Aug 2017 |

## 11 Deliverables

### *Items, Time of Delivery, Place of Delivery*

Support services shall be performed to meet a specific task objective. The task objectives and the period of performance shall be stated on individual AF Form 3215-IT/NSS Requirements Document. AF Form 3215-IT/NSS Requirements Documents shall include a specific delivery date for reports and studies or a specific completion date for support services. As an alternative, the AF Form 3215-IT/NSS Requirements Document may require the Contractor to establish time lines and milestones for completion of tasks. Government specified delivery or completion dates and Government approval of Contractor proposed time lines or milestones shall be binding on the Contractor. The Contractor shall comply with the delivery requirements stated in the following table of more specific delivery information is not provided in AF Form 3215-IT/NSS Requirements Documents. Support services and data items shall be delivered to the Government in compliance with the performance measures and quality requirements set forth in the QASP and Service Delivery Schedule (PWS Appendix E).

The Contractor shall deliver the data items listed in the table, below.

| CLIN / Ref. | CDRL Item No. | Data Item Title   | Delivery Time   | Deliver To  |
|-------------|---------------|---|---|---|
| Section 9   | None          | Contractor Employee Non-disclosure Agreement (one for each employee assigned to work on this order) | After award but prior to commencement of performance by each Contractor or Subcontractor employee   | Electronically to the GSA ITSS System and ASC/WWQ |
| Section 12  | A023          | Quality Control Plan-Draft  | 10 Business Days after award.   | Electronically to the GSA ITSS System and ASC/WWQ |
| Section 12  | None          | Quality Control Plan-Final  | 30 Business Days after Government review. (The Government shall review and provide comments within 7 business days after receipt of the draft QCP.) | Electronically to the GSA ITSS System and ASC/WWQ |

|            |      |   |   |  |
|------------|------|---|---|--|
| Section 11 | None | Staff Matrix<br>A complete and current list of Contractor employees working on this contract and the task / office function they are supporting | Furnished at the kick-off meeting with an update furnished on or before the date of any personnel change. | Electronically to the GSA ITSS System and ASC/WWQ  |
| Section 11 | None | Funds and Man-Hour Expenditure Report   | NLT 5 business days after the CDRL date (Blk 16).   | Electronically to the GSA ITSS System & CDRL Blk 14.   |
|            | None | Trip Report   | NLT 5 business days after completion of trip.   | Electronically to the GSA ITSS System  |
|            |      | All additional data deliverables as listed on the CDRL Matrix – PWS Appendix C  | As stated on the CDRL Matrix – PWS Appendix C   | Electronically to the GSA ITSS System or to the Air Force Project Manager or other designated technical representative |

### **Data Requirements / Descriptions**

Documentation provided in response to the objectives will be in the Contractor's preferred format using standard Microsoft Office products.

#### **Contractor Employee Non-Disclosure Agreement.**

The Contractor shall furnish a signed "Contractor Employee Non-Disclosure Agreement" for each Contractor and Subcontractor employee assigned to work under this contract / order, prior to their starting work.

#### **Quality Control Plan and Surveillance (CDRL A023)**

The Government will periodically evaluate the Contractor's performance for those requirements listed in Appendix E (Service Delivery Summary). The QAP/COR will follow the methods of surveillance specified in the SDS. The QAP/COR is the Government authorized representative for the CO and will participate in the administration of this contract. The QAP/COR will inform the Contract Manager in person when discrepancies occur and will request corrective action. The absence of any contract requirement from the SDS does not detract from its enforceability nor limit the rights or remedies of the Government under any other provision of the contract. The Contractor shall allow on a non-interference basis Government audits to be performed on Contractor maintained files.

#### **Staff Matrix.**

The Contractor shall furnish a complete and current list of Contractor and Subcontractor employees who are assigned to work under this contract / order. The matrix shall include the staffing chart showing the name of each employee, his or her position in the staffing plan, job title, and the Government's task/office/function they are supporting. The lines of authority and responsibility of each staff member shall also be made clear to

the Government. The matrix shall be updated with each change in personnel, job title, position in the staffing plan, or assignment of area of responsibility.

### **Funds and Man-Hour Expenditure Report**

The contractor shall provide a Funds and Man-Hour Expenditure Report that provides the current task order accounting information indicated below. The Contractor can determine the format of the report provided it includes, at a minimum, the following information:

- Expenditures for labor, material, travel, and any other charges.
- Matrix of Actual hours expended vs. planned and/or funded hours, and an explanation of significant variances between planned and expended hours. The report shall include amounts for the current monthly reporting period and the cumulative actual vs. planned hours and amounts for the entire contract/order up to the report date.
- Burn rates for the current period and the cumulative amount for the entire contract/order up to the report date. The information shall be presented in numerical and chart format for each CLIN
- Cross-walk of work performed to amounts billed.

In addition, the Funds and Man-Hour Expenditure Report shall include labor charges for actual hours worked and Support Items, which are authorized in the task (e.g., travel, training, etc.). Charges shall not exceed the authorized cost limits established for labor and Support Items. The government will not pay any unauthorized charges. Original receipts, travel vouchers, etc. completed in accordance with government Travel Regulations shall be maintained by the contractor to support charges other than labor hours and made available to government auditors upon request.

### **Monthly Program Progress Report (MPPR) (CDRL A004)**

The contractor shall provide a MPPR that briefly summarizes, by task, the management and technical work conducted during the month, as well as business information listed in the CDRL. The contractor shall provide, at a minimum, the following information in addition to any information specified on the CDRL.

- Summary of effort, progress and status of all activities/requirements by task linked to deliverables as appropriate
- New work added since the previous Monthly Status Meeting
- Brief summary of activity planned for the next reporting period
- Deliverables submitted for the period by task and linked to the milestone schedule
- All standards followed in support of the requirements
- Staffing
- Milestone updates and schedule changes, issues and/or variances.
- Problems or issues
- Government action requested or required

### **Trip Reports**

For all long distance travel, the contractor shall submit Trip Reports within five working

days after completion of a trip. (See Section 7).

The Trip Report shall include the following information:

- Personnel traveled
- Dates of travel
- Destination(s)
- Purpose of Trip; Task objective supported; MAJCOM supported (if applicable); training (be specific)
- Actual Trip Costs
- Approval Authority (Copy of the e-mail authorizing travel by Government official)
- Summary of trip events and accomplishments

The contractor shall reconcile the Trip Reports with each invoice such that they can be matched month by month.

#### **Other Reports**

Content of other reports is self explanatory or as specified in the attached CDRLs. (See attached CDRL Matrix, PWS Appendix C.)

## **12 Quality Assurance and Quality Control**

### ***Contractor Quality Control Plan (QCP)***

The Contractor shall be responsible for quality assurance and quality control of all services performed and all items delivered under this contract/order.

The Contractor shall prepare and maintain a Quality Control Plan (QCP) as a guide for implementing quality assurance and quality control procedures. The Contractor shall submit the QCP to the Government for information and acceptance. The Government has the right to require revision of the Contractor's QCP should its implementation fail to control the quality of items and/or services delivered under this contract/order.

The QCP shall include an explanation of the processes and procedures for ensuring satisfactory performance and delivery of quality items and/or services. Additionally, as a minimum, the QCP shall include the following items.

- A description of the inspection system to cover all major services and deliverables. The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis, frequency of inspections, and the title of inspectors.
- A description of the methods to be used for identifying and preventing defects and deficiencies in the quality of service performed.
- A description of the records to be kept to document inspections and corrective or preventative actions taken.

All records of inspections performed shall be retained and made available to the Government upon request throughout the task order performance period, and for the period after task order completion, until final settlement of any claims under this task order.

The Contractor shall implement a quality program based on its QCP. In compliance with the QCP, the Contractor shall manage, survey, assess, improve and/or correct contract performance to ensure the quality of the services and deliverable products, as a minimum, meet the level of quality required by the Government Functional Managers or Technical Representatives.

In the event of quality concerns, identified by the Government, the Contractor shall immediately take corrective action in response to Government required changes to the QCP.

The QCP shall be delivered to the Government as stipulated in the Delivery Schedule, see section 12 of this PWS, above.

### ***Government Quality Assurance Surveillance Plan (QASP)***

The Government will evaluate Contractor performance under this contract / task order in accordance with the attached Quality Assurance Surveillance Plan (QASP). The purpose of this evaluation is to ensure that Contractor performance meets Government requirements. The QASP also indicates the potential decrease in compensation for unsatisfactory performance due to a reduction in value received. The Government reserves the unilateral right to change the QASP at anytime during contract performance provided the changes are communicated to the Contractor by the effective date of the change. The QASP along with its attached "Surveillance Objectives, Measures, and Expectations" and "Performance Evaluation" chart identifies evaluation procedures, PWS items to be evaluated, and the measures against which performance will be evaluated. The QASP is provided as an attachment to this PWS.

## **13 Government Furnished Items**

The Government will provide the following resources to the Contractor for task performance:

### ***Data***

The Government will provide documents reports, database access, data, and other information as available and as required to facilitate accomplishment of work, as stated within this PWS.

The contractor is responsible for obtaining data necessary to perform each task if that data is in the public domain and is not otherwise furnished by the government.

### ***Facilities***

The Government will provide office space for up to 21 Contractor employees at the Government facilities to perform this requirement. Additionally, the Government will provide Contractor employees access for Government facilities, as required, to perform IAW this PWS. The Contractor shall be subject to all Military Rules and Regulations while working on a military installation.

When Government facilities are utilized in performance of this contract, the Government will provide the standard desktop configuration office equipment (office work area, desk, chair,



file space, lighting, access to fax, computer, E-mail account, software, base network access, etc.). The Government will provide telephone service for official use. The Government will pay for all official commercial long distance calls, from Contractor duty station, made in the performance of this contract. Additionally, when Government facilities are utilized in performance of this contract, the Government will provide office supplies (paper, pens, pencils, etc) as required.

When Government facilities are utilized in performance of this contract, the Government will provide photo identification (See Section 9 Security Requirements)

Government facilities have been inspected for compliance with the Occupational Safety and Health Act (OSHA). No hazards have been identified for which workarounds have been established. Should a hazard be subsequently identified, the government corrects OSHA hazards in accordance with base-wide government developed and approved plans of abatement taking into account safety and health priorities. A higher priority for correction will not be assigned to the facilities provided hereunder merely because of this contracting initiative. The fact that no such conditions have been identified does not warrant or guarantee that no possible hazard exists, or that workaround procedures will not be necessary or that the facilities as furnished will be adequate to meet the responsibilities of the contractor. Compliance with the OSHA and other applicable laws and regulations for the protection of employees is exclusively the obligation of the contractor, and the government will assume no liability or responsibility for the contractor's compliance or noncompliance with such responsibilities, with the exception of the aforementioned responsibility to make corrections in accordance with approved plans of abatement subject to base-wide priorities. The contractor shall return the facilities to the government in the same condition as received, fair wear and tear and approved modifications excepted. These facilities shall only be used for performance of this contract.

***NOTE: All Government-provided products and facilities remain the property of the Government and shall be returned upon completion of the support services. Contractor personnel supporting this requirement shall return all items that were used during the performance of these requirements by the end of the performance period.***

***The Contractor shall immediately terminate Government LAN access and/or transfer LAN access responsibility for any employee terminated or transferred from this contract. This is a condition of GFP.***

### ***Equipment – Tools – Peripherals - Accessories***

The Government will provide equipment to the Contractor as GFE (Government Furnish Equipment) for use off-site of the Government facility if the Government is unable to provide sufficient on-site space and equipment to perform this requirement. Such GFE shall be housed and maintained at a Contractor facility located in the proximity of Wright Patterson AFB (within a 50 mile radius) unless an alternate location is approved by the Government. GFE will be turned over to the Contractor in conjunction with the Inbound Transition Joint Inventory described below. The Contractor shall be responsible for all GFE in accordance with the provisions of the Government Property clause of this contract, which is hereby incorporated by reference if not otherwise included in the Contractor's basic Alliant GWAC.

***Note: The Contractor shall comply with Department of Defense (DoD), Air Force, Air Force Materiel Command (AFMC), instructions, manuals, policy directives, MOU, and other guidance relating to communications-computer acquisition, installation, operations, management, security, and incident reporting.***

During performance of this contract/task order, the Government may require the Contractor to purchase additional or replacement equipment for performance of this requirement. All purchased equipment will become the property of the Government and the Contractor is responsible for adding it to the GFE inventory list.

### ***Equipment Inventory***

The contractor shall perform a physical inventory of Government property as stated below:

#### **Inbound Transition Joint Inventory**

The Contractor shall complete the Inbound transition Joint Inventory no later than thirty (30) days after contract start. The Contractor and a Government PMO Team member shall conduct a joint inventory of all GFP. The Government shall furnish a current inventory list against which the actual physical inventory will be verified. During the joint inventory, the Contractor and a Government PMO Team member shall jointly determine the working order and condition of all GFE. The Contractor shall document the condition of all equipment. The Contractor shall notify the Program Manager in writing within five (5) working days of completion of the joint inventory of all missing or unsuitable for use GFP.

#### **Outbound Transition Joint Inventory**

The Contractor shall participate and complete the Outbound transition Joint Inventory no later than ten (10) working days prior to the end of the last performance period. The Contractor and a Government PMO Team member shall conduct a joint inventory of all Government property. During the joint inventory, the Contractor and a Government PMO Team member shall jointly determine the working order and condition of all property. The Contractor shall document the condition of all Government property and notify the Program Manager in writing within five (5) working days of completion of the joint inventory. The Contractor shall resolve any discrepancies between the joint inventory and official government records.

The Contractor shall perform a final inventory of documents and materials during outbound transition. The outbound transition activities shall include, but not be limited to:

- Orderly compilation, labeling, and packaging of all work and documentation in progress.
- The provision of internal worksheets, aids, and other program developed and funded products that support the day-to-day management and customer support activities.
- Identification of upcoming scheduled user training, help desk support issues, risk items, open action items, hardware and software issues/concerns, and security issues/concerns.

#### **Annual Inventory of GFE Lists**

The Contractor's Equipment Inventory Manager Team shall perform an annual GFE/GFP Hardware/Software inventory, on or about the anniversary date of this task order, or at a time as otherwise agreed to by the Government. The results of the inventory shall be provided to EFINANCE, LEAVEWEB and FMSUITE PMO.

Additionally, the Contractor shall provide the EFINANCE, LEAVEWEB and FMSUITE PMO with an annual inventory of all CFE (Contractor Furnished Equipment), including peripherals, used in performance of this contract/task order.

### **GFE Inventory Management**

The Contractor shall manage and update the inventory lists stipulated in this PWS on an on-going basis throughout the contract/task order period of performance. Government Furnished Computer Connectivity,

### ***Government Furnished Computer Connectivity***

#### **Off-Base Computer and Communication Services Requirements**

This section applies to Contractors supporting SAF/FMF(AFFSO) program office with facilities that are located outside of the Government physical control boundary (off-base) but which require connectivity to the unclassified Wright-Patterson Air Force Base (WPAFB) .mil network (inside the base firewall and in the WRIGHTPATTERSON domain). All such support and services must meet Government regulatory requirements and commercial standard practices and must be provided in conjunction with services provided by the Government.

The Government and 88<sup>th</sup> Comm Group will provide, from its WPAFB offices, limited customer support for PC-based workstations and servers only.

#### **Government Responsibilities**

The Government will provide the following support services when furnishing network connectivity to Contractor facilities.

- Maintain the required OS and OA licensing for and install the current OS and OA on any GFE system that is connected to the WPAFB .mil network.
- Manage all IP addresses for the WPAFB .mil network.
- Maintain high-level passwords and accesses for all PC-based server(s).
- Provide user, email, and machine account creation and administration for all users and for PC-based workstations migrated into the WPAFB .mil network.
- Manage hardware/software inventory of GFE and peripherals at the Contractor facility.
- Provide a suggested hardware solution that meets current security requirements for any architectural changes after review of technical requirements provided by the Contractor.
- Maintain the C&A for the Contractor portion of the WPAFB .mil network, with information provided by the Contractor, if required.
- Provide Local Area Network (LAN) support for GFE network printers at the Contractor facility operating within the WPAFB .mil network.

#### **Contractor Responsibilities**

***Site Contingency Plan***

The Contractor shall develop, maintain, and periodically exercise (at least annually) a site contingency plan that addresses emergency actions, disaster recovery, and business continuity.

***WPAFB .mil Connectivity***

The Contractor shall ensure that WPAFB .mil connectivity is isolated from corporate and other commercial resources within the Contractor facility. The Contractor shall not permit the connection of personal, corporate, or other commercial systems (including, but not limited to, desktop computers, laptops and PDAs, Flash Drives or Personal Removable Media) or networks to the Government-provided WPAFB .mil network at any time. The Contractor shall not permit the connection of the Government-provided WPAFB .mil network, GFE, to any commercial Internet service provider at any time. The Contractor shall agree that discovery of any such unauthorized connections may result in suspension of WPAFB .mil connectivity until the problem is resolved.

***Security Features***

The Contractor shall employ the use of security features, such as firewalls and anti-virus tools, as required and approved by the Government. The Contractor shall not permit the use of unapproved security tools such as keystroke loggers, electronic mail eavesdropping, or other corporate policy enforcement tools on GFE and the WPAFB .mil network. The Contractor shall agree that discovery of the use of any such unauthorized security tools may result in suspension of WPAFB .mil connectivity until the problem is resolved.

***Application Software Reconfiguration***

The Contractor shall schedule, with the EFINANCE, LEAVEWEB and FMSUITE PMO, all application software reconfigurations for servers joined to the WPAFB .mil network (outside of disaster or hardware failure) a minimum of two calendar days in advance of the time the action is required.

***EFINANCE, LEAVEWEB and FMSUITE PMO Coordination***

The Contractor shall coordinate with and gain approval of the EFINANCE, LEAVEWEB and FMSUITE PMO prior to instituting architectural changes, upgrading systems, installing software updates, and performing other communications-computer maintenance actions. The Contractor shall not permit unauthorized software to be installed on GFE nor allow its use on the WPAFB .mil network. The Contractor shall agree that discovery of unauthorized software shall result in suspension of WPAFB .mil connectivity until the problem is resolved.

***Security-Related Inquiries or Investigations***

The Contractor shall immediately report to the EFINANCE, LEAVEWEB and FMSUITE PMO any known or suspected security violations or incidents, including virus attacks, intrusions or intrusion attempts, hacking/cracking, and unauthorized insider access. The Contractor shall assist the Government in any security-related inquiries or investigations.

***Entry Control Procedures***

The Contractor shall limit access to facilities hosting Government network connections and GFE to authorized personnel only. The Contractor shall maintain an entry control procedure that identifies employees and visitors, registers and escorts visitors, and prevents unauthorized access through unlocked or unprotected alternate entrances such as service doors. The Contractor shall present, at Government request, entry records of visitors and access rosters of authorized employees.

***Use of Government Resources – Consent to Monitoring***

Use of Government resources constitutes consent to monitoring. The Contractor, by logging in to a computer connected to the WPAFB .mil network, agrees that systems and sub-systems connected to the WPAFB .mil network are subject to surveillance, traffic analysis, audit, and scanning by the host base communications group/squadron, Network Control Center (NCC), and the Network Operations Security Center (NOSC) at all times.

***Routine Inspection of Corporate Facilities***

The Contractor shall, for security purposes, permit routine inspection of corporate facilities used to host Government network connections and GFE, by the Government, at any time during the standard working hours, with one calendar day's advance notice. The Contractor shall permit emergency inspections relating to actual or suspected communications-computer security incidents or violations at any time.

***Security Access***

The Contractor shall ensure that all employees requiring access to the unclassified WPAFB .mil network have been granted security access (minimum National Agency Check [NAC]) IAW Defense Security Service (DSS) standards and the National Information Security Program Operations Manual (NISPOM).

***Information Assurance Awareness Training***

The Contractor shall ensure that all employees with access to the WPAFB .mil network have successfully completed Air Force mandated Information Assurance (IA) Awareness Training prior to permitting said employees' access to Government computing resources.

***DD Form 2875 – System Authorization Access Request***

The Contractor shall submit, to the EFINANCE, LEAVEWEB and FMSUITE PMO office security manager, a DD Form 2875 for each Contractor user requiring access to the WPAFB .mil network. The DD Form 2875 must reach EFINANCE, LEAVEWEB and FMSUITE PMO a minimum of seven calendar days in advance of the required activation date.

***Security Certification and Accreditation (C&A) / Risk Management Framework (RMF)***

The Contractor shall submit to the EFINANCE, LEAVEWEB and FMSUITE PMO information requested/necessary to allow the EFINANCE, LEAVEWEB and

FMSUITE PMO to maintain security Certification and Accreditation (C&A) / Risk Management Framework (RMF) for the Contractor facility portion of the WPAFB .mil network.

### ***Use of GFE for Authorized Government Official Business***

The Contractor shall use Government-provided network connectivity, electronic mail services, print and file servers, Internet connectivity, and GFE for authorized Government official business only. The Contractor shall not permit the use of said resources for personal or commercial activities at any time. The Contractor shall agree that discovery of such use may result in termination of WPAFB .mil connectivity.

### ***Using GFE***

When GFE is used, the Contractor shall not connect any CFE to the WPAFB .mil network, except when authorized in advance by the EFINANCE, LEAVEWEB and FMSUITE PMO on a case-by-case basis for support of specific contract objectives.

### ***88<sup>th</sup> Comm Group Team Support***

The Contractor shall request 88<sup>th</sup> Comm. Group support for PC-based server on WPAFB .mil network printing problems, or any other related concerns, by contacting the 88<sup>th</sup> Comm Group Help Desk at (937) 656-2666.

## **Contractor Responsibilities – Contractor Furnished Equipment (CFE) -Specific Requirements**

### ***Contractor Equipment Compliance with Government Systems***

The Contractor may use some of its own equipment in the performance of this contract/task order. CFE (Contractor Furnished Equipment) must meet Government standards (currently Windows VISTA/7 and Office 2007/2010). The Contractor shall provide the required Government standard OS and office automation (OA) licensing for any CFE that is connected to the WPAFB .mil network. The contractor must maintain the standard desktop image on CFE used in the performance of this requirement. The Contractor shall perform hardware and software inventory management of CFE and peripherals at the Contractor facility. The Contractor shall make available to the Government information on software licenses to ensure their validity when/as requested. This may include showing Government inspectors the actual licenses.

### ***Inspect, Initialize, and Configure CFE Connected to the WPAFB .mil Network***

The Contractor shall permit the Government to inspect, initialize, and configure CFE connected to the WPAFB .mil network, as needed, to comply with Government operations and security requirements. The Contractor shall ensure that any CFE connected to the WPAFB .mil network does not have a modulator/demodulator (modem) installed or enabled. The Contractor shall agree that discovery of installed or enabled modems shall result in suspension of WPAFB .mil connectivity until the problem is resolved.

### ***Materials***

Not applicable to this contract/order.

***Safeguarding Government Furnished Property - Physical Security***

The Contractor shall be responsible for safeguarding all Government property provided for Contractor use. At the end of each work period, Government facilities, property, equipment and materials shall be secured. The Contractor shall be responsible for any damage caused by his personnel to the building, finishes, furnishings, equipment, etc., and shall repair, clean, replace, or restore damaged items to the condition existing immediately prior to the item being damaged. The Contractor shall conform to the provisions of AFI 31-101, Integrated Defense, for safeguarding the Government-furnished facilities and material therein.

***Training***

During the course of this contract / order the Government may require Contractor employees to receive specialized training in areas necessary to allow the Contractor to fulfill the requirements of this contract / order (e.g., LAN Information Assurance Training, Government unique software or software tools, Security Training). In such cases Government mandated training shall be considered part of this contract and charged against the task(s) to which the individual Contractor employee is assigned.

***NOTE: The Contractor shall be responsible for the supervision, training and guidance of its personnel to accomplish this contract / order. Unless specialized training is specifically identified and authorized by the Government, in writing, the Contractor shall not bill the Government as a direct charge to a specific task for employee time spent in training or for the costs of such Contractor required training that is necessary for job eligibility.***

***Government-Furnish Services***

Not Applicable

**14 Government Delays in Reviewing Deliverables or Furnishing Items**

If contractor performance or submission of deliverables is contingent upon receipt of government furnished items (data, equipment, materials, facilities, and support) or input, or upon government review and approval of interim items or draft documents (collectively referred to as Government Performance), the government shall specify when it will provide such items or input, or the time it will need to perform reviews or give approvals. If the government fails to meet item, input, review, or approval deadlines, contractor performance or submission of deliverables shall automatically be extended one calendar day for each day of government delay. The contractor shall promptly advise the Contracting Officer of any delays in receipt of government furnished items, input, reviews, or approvals. If dates for Government performance are not specified in this contract/order or associated task directives, this clause will not apply, and contractor delays must be handled or negotiated under other provisions of this contract or order.

**15 Notices*****Contracting Officer's Technical Representative***

The work to be performed under this contract is subject to monitoring by an assigned Contracting Officer's Technical Representative (COTR). The COTR appointment letter,

outlining the COTR responsibilities under this contract/order, will be provided to the contractor under separate cover upon request. Questions concerning COTR appointments should be addressed to the Contracting Officer.

### ***Air Force Technical Representative - Task Management***

In addition to the COTR, the Air Force will assign one or more project officers to manage and monitor the work under this contract / task order. One of these individuals may be assigned as the Air Force Technical Representative. The Air Force Technical Representative will participate in project meetings and review task order deliverables and will provide technical assistance and clarification required for the performance of this task. Refer to the attached QASP for specific information on project monitoring.

### ***Contractor Performance Assessment Report (CPAR Applicability)***

FAR 42.1502 directs all Federal agencies to collect and report past performance information on services contracts with a value of \$1M or more.

### ***Section 508 of the Rehabilitation Act of 1973***

The Contractor shall ensure that EFINANCE, LEAVEWEB and FMSUITE maintains compliance with Section 508 of the Rehabilitation Act, as amended. The Contractor shall ensure the system continues to meet the requirements of the Access Board's regulations at 36 CFR Part 1194, particularly 1194.22, which implements Section 508 of the Rehabilitation Act of 1973, as amended. Section 508 (as amended) of the Rehabilitation Act of 1973 (20 U.S.C. 794d) established comprehensive requirements to ensure (1) Federal employees with disabilities are able to use information technology to do their jobs, and (2) members of the public with disabilities who are seeking information from Federal sources will be able to use information technology to access the information on an equal footing with people who do not have disabilities. Federal agencies must make information and data available by an alternative means if compliance with the standards would result in an undue burden. The changes apply to all Contractors (including small businesses) that manufacture, sell, or lease electronic and information supplies or services.

## **16 Contact Information**

### ***Contractor Contacts***

[To be added at time of contract award.]

### ***Government Contacts***

U.S. Air Force  
Primary  
Gregory A. Fecher  
USAF SAF/FMF (AFFSO)  
1940 Allbrook Drive B1, D17  
Wright-Patterson AFB, OH 45433-5344  
Phone: 937-257-0498  
Email: [gregory.fecher@us.af.mil](mailto:gregory.fecher@us.af.mil)

Alternate  
John Frye, Senior financial Advisor  
USAF SAF/FMF/AFFSO  
1940 Allbrook Drive B1, D17  
WPAFB, OH 45433-5344  
Phone: (937) 257-8052  
Email: [john.frye@us.af.mil](mailto:john.frye@us.af.mil)



### **SAF/FMF Program Manager's**

eFINANCE  
Jim Fausnight  
SAF/FMF(AFFSO)  
1940 Allbrook Rd, B1, D17  
WPAFB, OH 45433  
(937) 522-2250  
[James.Fausnight@us.af.mil](mailto:James.Fausnight@us.af.mil)

FMSuite  
James Mason  
SAF/FMF(AFFSO)  
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WPAFB, OH 45433  
(937) 257-5454  
[james.mason@us.af.mil](mailto:james.mason@us.af.mil)

Leaveweb  
Randy Huffman  
SAF/FMF(AFFSO)  
1940 Allbrook Rd, B1, D17  
WPAFB, OH 45433  
(937) 522-2258  
[Randall.huffman@us.af.mil](mailto:Randall.huffman@us.af.mil)

GSA Federal Acquisition Service  
Primary – Assisted Acquisition Services  
Benny Reyes, GSA Project  
Manager/COTR  
2900 Presidential Drive, Suite 190  
Fairborn, OH 45324  
Phone (937) ) 431-5530  
Fax (937) 431-0137  
Email: [benny.reyes@gsa.gov](mailto:benny.reyes@gsa.gov)

Alternate – Assisted Acquisition Services  
Megan Nevitt, GSA Project  
Manager/COTR  
2900 Presidential Drive, Suite 190  
Fairborn, OH 45324  
Phone (937) 427-4643  
Fax (937) 431-0137  
Email: [megan.nevitt@gsa.gov](mailto:megan.nevitt@gsa.gov)

GSA Federal Acquisition Service  
Primary  
Contracting Officer TBD

Alternate  
Mr. Eben Greybourne, Contracting Officer  
230 South Dearborn Street  
Chicago, Illinois 60604  
Phone: 312-886-8820  
Fax: 312 / 886-3827  
email: [eben.greybourne@gsa.gov](mailto:eben.greybourne@gsa.gov)

## **17 Additional Provisions**

### ***Data Rights***

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

***Limited Use of Data***

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this contract/order all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of contract/task order end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

***Proprietary Data***

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

***Inspection and Acceptance***

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Air Force Government Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

***Contract Type***

This task order/contract will be awarded using a Time & Materiel contract type.

***Ceiling Price Notification***

Per clause 52.323-7, Payments under Time-and-Materials and Labor-Hour Contracts, the contractor is reminded – “If at any time the Contractor has reason to believe that the hourly rate payments and travel costs that will accrue in performing this contract in the next succeeding 30 days, if added to all other payments and costs previously accrued, will exceed 85 percent of the ceiling price in the Schedule, the Contractor shall notify the Contracting Officer giving a revised estimate of the total price to the Government for performing this contract with supporting reasons and documentation.”

***Task Order Funding***

It is anticipated that the task order will be incrementally funded. Accordingly, the following provisions apply, when required. For the fixed price portion of the task order the clause entitled “Limitation of Government's Obligation” (DFARS 252.232-7007) per DFARS 232.705-70 and for the T&M portion of the task order the clause entitled “Incremental Funding – Time and Materials/Labor Hours” per GSA R5 AOD Acquisition Letter 3-2009-01 (revised 07-23-09) will be included in this task order.

***Material and Material Handling Costs***

Material and material handling costs will be paid as provided in FAR 52.232-7(b) "Payments under Time-and-Materials and Labor-Hour Contracts". Material overhead will not be authorized if the costs normally included in that overhead (purchasing staff or other material handling costs) are being directly charged to this contract/task order.

***Productive Direct Labor Hours***

The Contractor shall only charge for labor hours when work is actually being performed in connection with this Task Order and not for employees in a "ready" status only. For this task order 1 FTE (full time equivalent) = 1920 labor hours.

***Invoicing and Payment***

The following provision applies and is incorporated into this order by reference - FAR 52.232-7, Payments under Time-and-Materials and Labor-Hour Contracts

The Contractor may invoice for items upon their delivery or services when rendered. Billing and payment shall be accomplished in accordance with contract terms and GSA payment procedures. The invoice shall reflect the complete project or item charges. The Contractor shall submit invoices and supporting documents through ITSS for Government review and certification that delivered items or services have been received and are acceptable. The GSA payments office considers items and/or services approved for payment upon electronic acceptance through the ITSS system by the Government office designated for receipt of the items and/or services. The Contractor must also submit invoices directly to the GSA payment office electronically. Complete instructions will be provided with the award document. Should the Contractor desire an advanced copy of the complete GSA payment instructions it may be obtained by contacting the Contracting Officer. Electronic acceptance by the Air Force Technical Representative is considered concurrence and acceptance of products.

If the Contractor fails to meet a performance objective listed in the Service Delivery Summary (Appendix E), the Government may hold back up to 2% of the next month's invoice for each missed objective (2 missed objectives = 4%, up to a total of 12%). The holdback is not recoverable.

***Payment for Unauthorized Work***

The Contractor will not be paid for the performance of work that is not authorize under this Task Order. No payments will be made for any unauthorized supplies and/or services or for any unauthorized changes to the work specified herein. This includes any services performed by the Contractor on their own volition or at the request of an individual other than a duly appointed CO, COTR, or Air Force Technical Representative. Only a duly appointed CO is authorized to change the specifications, terms, or conditions under this effort.

***Payment for Correction of Defects***

The Contractor will not be paid profit on re-performance of any defective or deficient work.

## **Attachments**

***Appendix A - Definitions***

***Appendix B – Key Policies and Guidance Documents***

***Appendix C - Contract Data Requirements List (CDRL)***

***Appendix D – General Security Documents***

***Appendix E –Service Delivery Summary***

***Organizational Conflict of Interest Provisions***

***QASP (Quality Assurance Surveillance Plan)***

## APPENDIX A: DEFINITIONS

- **Accuracy.** The extent to which results obtained from the program are free of error.
- **Adaptability.** The extent to which the program can be used unchanged in environments other than the one for which it was originally created.
- **Best Practices.** The processes, practices and systems identified in public and private organizations that performed exceptionally well and are widely recognized as improving an organization's performance and efficiency in specific areas. Successfully identifying and applying best practices can reduce business expenses and improve organizational efficiency.
- **Contract Year (CY).** One year of performance based on contract award date.
- **Correctness.** The extent to which the program solves the customer's problem, conforms to what was specified, and is free of defects.
- **COTS Extension.** Enhancements or additional capability/functionality not included with the Government Selected COTS product that is not built explicitly for the EFINANCE, LEAVEWEB AND FMSUITE solution, that is available to other software purchasers, is directly supported by the COTS vendor (i.e., managed by the COTS vendor's configuration control, directly upgraded or not impacted by the COTS vendor upgrades/enhancements, etc.), and that is licensable by the COTS vendor in some form.
- **Custom Extension.** Enhancements or additional capability/functionality not included with the Government Selected COTS product that must be built explicitly for the EFINANCE, LEAVEWEB AND FMSUITE solution that is not generally available to other software purchasers, is not directly supported by the COTS vendor (i.e., under the COTS vendor's configuration control and directly upgraded by the COTS vendor, etc.), and that is not licensable by the COTS vendor in any form.
- **Efficiency.** The extent to which minimal system resources are required by the program to perform its functions (memory consumption, speed).
- **Fiscal Year (FY).** Government FYs begin on 1 October and end on 30 September.
- **Flexibility.** The effort required to modify the program to provide some new function or to adapt to a changed environment
- **Information Technology.** Includes matters concerned with the furtherance of computer science and technology, design, development, installation, and implementation of information systems and applications.
- **Integrity.** The extent to which access to the program or data can be controlled.
- **Interoperation.** Interoperation refers to the ability of two or more application systems to exchange and use information.
- **Integration.** Integration refers to the ability to form, coordinate, or blend into a functioning or unified whole.
- **Interface.** Any recurring, scheduled transfer of data, regardless of means or media, frequency, or volume, across a system boundary; transfers are categorized as an **input** (data comes from an external entity [data source], crosses the system boundary, and enters the system) or **output** (data is generated or extracted from the system, crosses the system boundary, and is sent to an external entity [data sink]).
- **Interface agreement.** A formal document signed by representatives from both sending and receiving systems that describes the data to be exchanged (may also be called 'interface control document,' 'interface agreement,' 'memorandum of agreement,' 'Interface Requirements Agreement,' 'Information Control Agreement,' or other terms); usually includes a description of the file contents, sample record layouts, and varying levels of information with respect to the data being transferred. Provides the 'syntax' for the data transfer, but may not provide the 'semantics.'

- **Interface Semantics.** A detailed description of the business rules involved in processing input interface data or in creating output interface data; includes data such as the method used to create physical file names, the meaning (if any) of physical file names, the purpose of each record type in the file, the relationship between record types in the file, procedures to be followed when required record types are missing from the file, details of how each record type is processed (input interface) or created (output interface) and similar information.
- **Interface syntax.** Describes the general rules related to physical characteristics of an input or output interface; includes details such as physical file names, number of record types, record sizes, file header and trailer records, record type identifiers, file transmission media, frequency of transfer, etc.
- **Interoperability.** The effort required to link the program to another software system.
- **Maintainability.** The effort required to locate and correct an error in the program.
- **Partnering.** The creation of a Government-Contractor relationship that promotes achievement of mutually beneficial goals. It involves an agreement in principle to share risks involved in completing the project and to establish and promote a nurturing partnership environment. Partnering is not a contractual agreement, however, nor does it create any legally enforceable rights or duties. Rather, partnering seeks to create a new cooperative attitude in completing government contracts. To create this attitude, each party must seek to understand the goals, objectives and needs of the other—their ‘win’ situation—and seek ways that these objectives can overlap.
- **Performance Assessment.** A process that measures success towards achieving defined performance objectives or goals defined within the performance thresholds in the services summary or the process of assessing progress towards achieving the objectives/goals developed in a performance plan or partnering agreement.
- **Performance Management.** The use of performance measurement information to effect positive change in organizational culture, systems and processes, by helping to set agreed upon performance goals, allocating and prioritizing resources, informing managers to either confirm or change current policy or program directions to meet those goals, and sharing results of performance in pursuing those goals.
- **Performance Plan (PP).** Prescribes the objective in having the services, the goals of the multi-functional team, team members and their roles and responsibilities (to include the Contractor performing the service) and how the multi-functional team will assess Contractor performance and manage the contract to obtain efficiencies, improved performance, and cost savings throughout its lifecycle.
- **Portability.** The effort required to modify the program to run in a new hardware or software environment.
- **Price.** The amount to be paid by the Government for products or services.
- **Realism.** The proposal price is realistic for the work to be performed, reflects a clear understanding of requirements, and is consistent with the unique method of performance described in the Offeror’s proposal.
- **Reasonableness.** A price is reasonable if, in its nature and amount, it does not exceed the price that would be incurred by a prudent person in the conduct of competitive business.
- **Reliability.** The extent to which the program can be expected to properly perform its intended functions without failing.
- **Reusability.** The extent to which all or part of the program can be used in other application.
- **Robustness.** The degree to which the program continues to function correctly when presented with invalid inputs or unanticipated conditions.
- **Service Delivery Summary.** The table included in every Performance Based Statement or Work, in accordance with AFI 63-124 that identifies the performance objective, performance threshold, and method of assessment.
- **Software Maintenance.** All patches, enhancements, upgrades, and new software releases (new versions). Additionally, this maintenance includes all services necessary to ensure the vendor’s product is JFMIP qualified, free from defects in engineering, undocumented features, and software anomalies.

- **Sustainment.** Ongoing operational support ensures system performs consistently. This phase performs a cyclical process of revisiting Blueprinting, RICE, Transition/Cutover and Go-live phases to correct all deficiencies found in the system during production. The Help Desk executes the processes, plan and guidance defined in the Go-Live phase. Ongoing operational support and monitoring of operations, problem trend analysis, training, testing, and benefit realization are performed. (Because V1.1 is a Technology Demonstration, the Government does not consider “sustainment” to begin until approval from the Full Deployment Decision Review (FDDR) process.
- **System boundary.** An imaginary line drawn around a system and its components for the purpose of identifying entities that are ‘internal’ and entities that are ‘external.’
- **System user interface.** A quasi-external entity; for purposes of identifying interfaces, a user interface is considered inside the system boundary; a person-to-machine interface.
- **Testability.** The effort required to test the program to ensure that it performs its intended functions.
- **Traceability.** The ease of establishing connections between the program’s requirements, design, code, and tests.
- **Then-Year (TY) Dollars.** Dollars that have been escalated into the time period of the performance of the contract. They are sometimes referred to as “escalated dollars” or ‘inflated dollars.’
- **Understandability.** The degree to which someone unfamiliar with the system can comprehend its architecture as well as individual programs.
- **Usability.** The effort required to learn, use, prepare input for, and interpret the output of the program.

**APPENDIX B – KEY POLICIES AND GUIDANCE DOCUMENTS**

**A. General Information.** The Contractor shall ensure requirements in this PWS are accomplished in accordance with the latest version of the following documentation if it does not impact cost and delivery schedules or if a conflict does not arise in implementation of the new procedures. If any of the preceding conditions occur, a written evaluation, along with specific backup data and estimated cost data for those changes that impact the Contractor's performance shall be provided to the PCO within ten (10) workdays after receipt of an updated publication. The Contractor shall not incorporate these publication changes until approved by the PCO. In the event there are conflicts between two or more referenced documents, the Contractor shall provide written evaluation, along with specific backup data to the PCO within ten (10) workdays after knowledge of the conflict. Resolution of the conflict will be provided by the PCO. In addition, the Contractor shall immediately implement those publication changes that result in no change in contract price or delivery or have no conflicts. The Contractor shall be aware that only those military, federal, and Contractor specifications cited in Section II, down to and including the equipment and product specifications and their first-tier references, shall be mandatory for use and that lower tier references are for guidance only and will not be contractually binding unless raised to the direct site level.

**Note:** [SD-21 - Listing of Specifications and Standards Mandated for use by Public Law or Regulations](#) - This information is intended for guidance only. Users must consult the actual Public Law or Government regulation in order to determine the applicability of a specification or standard and whether a waiver process exists to exempt mandatory use of a specification or standard. For the waiver status see [MilSpec Reform Results](#).

**B. Department of Defense (DoD) Specifications**

(DoD Specifications can be access through the ASSIST Quick Search web site: <http://assist.daps.dla.mil/quicksearch/> )

| Publication Number | Title | Basic Date | Latest Chg Number | Latest Chg Date |
|--------------------|-------|------------|-------------------|-----------------|
| None               | N/A   | N/A        | N/A               | N/A             |

**C. DoD Standards**

(DoD Standards can be access through the ASSIST Quick Search web site: <http://assist.daps.dla.mil/quicksearch/> )

| Publication Number          | Title  | Basic Date                | Latest Chg Number | Latest Chg Date |
|-----------------------------|--|---------------------------|-------------------|-----------------|
| MIL-STD-961E                | Department of Defense Standard Practice for Defense Specifications | 01 Aug 2003               | N/A               | N/A             |
| MIL-STD-973                 | Configuration Management   | Obsolete (Reference Only) | N/A               | N/A             |
| DODD 5200.1-R               | Information Security Program                                       | Jan 1997                  | N/A               | N/A             |
| DODD 5200.2 R               | Personnel Security Program   | Jan 1987                  | Change 1          | 12 Feb 1990     |
| DODD 5200.2 R               | Personnel Security Program   |                           | Change 2          | 14 Jul 1993     |
| DODD 5200.2 R               | Personnel Security Program   |                           | Change 3          | 23 Feb 1996     |
| DODD 5220.22-M Supplement 1 | National Industrial Security Program Operating Manual Supplement   | Feb 1995                  | N/A               | N/A             |

**D. Other Government Publications**

DoD Documents can be accessed at: <http://www.dtic.mil/whs/directives/>.

Air Force Documents can be accessed at: <http://afpubs.hq.af.mil/pubs/majcom.asp?org=AF>.

HQ AFMC Documents can be accessed at: <https://www.afmc-mil.wpafb.af.mil/pdl/afmc/>.

Technical Orders that are available on the web can be accessed at: <http://www.pdsm.wpafb.af.mil/toprac/to-syste.htm>.

Forms can be accessed at:

DoD - <http://web1.whs.osd.mil/icdhome/formtab.htm>.



DoD Forms Index can be accessed at: <http://www.dior.whs.mil/icdhome/FormsIndex.pdf>.

Air Force - <http://www.e-publishing.af.mil/forms/majcom.asp?org=AF>.

HQ AFMC - <https://www.afmc-mil.wpafb.af.mil/pdl/afmcforms/formindx.htm>.

AFMC Forms Index can be accessed at: <https://www.afmc-mil.wpafb.af.mil/pdl/afmc/ind/09/AFMCI-9.pdf>.

OPM - <http://www.opm.gov/forms/>

OC-ALC - <https://wwwmil.tinker.af.mil/tafbforms/docs/htm/ocforms.htm>.

GSA -

[http://www.gsa.gov/Portal/content/offerings\\_content.jsp?contentOID=116369&contentType=1004&P=1&S=1](http://www.gsa.gov/Portal/content/offerings_content.jsp?contentOID=116369&contentType=1004&P=1&S=1)

#### D.1 Air Force Instructions (AFI)

| Publication Number | Title                                      | Basic Date  | Latest Chg Number | Latest Chg Date |
|--------------------|--|-------------|-------------------|-----------------|
| AFI 31-401         | Information Security Program Management    | 01 Nov 2001 | N/A               | N/A             |
| AFI 31-501         | Personnel Security Program Management      | 01 Aug 2000 | N/A               | N/A             |
| AFI 33-110         | Data Administration Program                | 01 Jan 1997 | N/A               | N/A             |
| AFI 33-112         | Computer Systems Management                | 25 Feb 2001 | N/A               | N/A             |
| AFI 33-119         | Electronic Mail (Email) Management and Use | 01 Mar 1999 | N/A               | N/A             |
| AFI 33-202         | Computer Security                          | 30 Aug 2001 | N/A               | N/A             |

#### D.2 Military Handbook (MIL HDBK)

| Publication Number | Title                    | Basic Date | Latest Chg Number | Latest Chg Date |
|--------------------|--------------------------|------------|-------------------|-----------------|
| MIL_HDBK-881       | Work Breakdown Structure | 2 Jan 1998 | N/A               | N/A             |

**E. Industry Publications** The Contractor shall ensure requirements in this PWS are accomplished IAW the following industry publications:

(American National Standard Institute (ANSI) documents can be located at: <http://www.ansi.org/>.)

ANSI Search Engine can be accessed at: <http://www.ansi.org/public/search.asp>.

NSSI Search Engine can be accessed at: <http://www.nssn.org/>.

ANSI Electronic Standards Store can be accessed at: <http://webstore.ansi.org/ansidocstore/default.asp>.)

| Publication Number      | Title   | Basic Date | Latest Chg Number | Latest Chg Date |
|-------------------------|---|------------|-------------------|-----------------|
| ISO/ANSI/ASQC Z1.4-1993 | International Standards Organization (ISO)/American National Standards Institute (ANSI)/American Society for Quality Control (ASQC) | 1993       | N/A               | N/A             |
| IEEE Standard 1028      | Standard for Software reviews   | Current    | N/A               | N/A             |
| IEEE/EIA Standard 12207 | Software Life cycle Process-Life cycle Data   | Current    | N/A               | N/A             |

#### F. EFINANCE, LEAVEWEB AND FMSUITE Documents

The following publications shall apply under this PWS. Additional industry documents and other guidance may be specified.

- DITSCAP/DIACAP
  - Air Force System Security Instructions (AFSSI) (Reference Paragraph 3.7.4)
  - Air Force Systems Security Memorandums (AFSSM) (Reference Paragraph 3.7.4)
- National Defense Authorization Act, FY03, FY04, FY05, and later.

#### G. Security Guidance Publications

| Security Guidance   |   |                   |
|---|---|-------------------|
| Reference   | Title   | Date              |
| Public Law (P.L.) 93-579  | Privacy Act of 1974   | May 2004          |
| P.L. 104-106  | Clinger-Cohen Act of 1996   | 10 February 1996  |
| P.L. 107-347  | E-Government Act of 2002 <ul style="list-style-type: none"> <li>• Title III, Federal Information Security Management Act (FISMA)</li> <li>• Title II, Sec 208, Privacy Provisions</li> </ul>  | 17 December 2002  |
| Office of Management and Budget (OMB) Circular A-130  | <ul style="list-style-type: none"> <li>• Appendix I, Federal Agency Responsibilities for Maintaining Records About Individuals</li> <li>• Appendix III, Security of Federal Automated Information Resources</li> <li>• Appendix IV, Analysis of Key Sections</li> </ul> | 28 November 2000  |
| Federal Information Processing Standards (FIPS) Publication 140-2                             | Security Requirements for Cryptographic Modules   | 1 May 25          |
| National Security Telecommunications and Information Systems Security Policy (NSTISSP) No. 11 | National Policy Governing the Acquisition of Information Assurance (IA) and IA-Enabled Information Technology (IT) Products   | June 2003         |
| DoD Directive (DoDD) 5200.1   | DoD Information Security Program  | 13 December 1996. |
| DoDD 5000.1   | The Defense Acquisition System  | 12 May 2003       |
| DoD Instruction (DoDI) 5000.2   | Operation of the Defense Acquisition System   | 12 May 2003       |
| DoD 5200.1-M  | Acquisition Systems Protection Program  | 16 March 1994     |
| DoD 5200.1-H  | Department Of Defense Handbook For Writing Security Classification Guidance   | 1 November 1999   |
| DoD 5200.1-R  | DoD Information Security Program  | 14 January 1997   |
| DoDD 5200.2   | DoD Personnel Security Program  | 9 April 1999      |
| DoD 5200.2-R  | Personnel Security Program  | 1 January 1987    |

| Security Guidance   |  |                             |
|---|--|-----------------------------|
| Reference   | Title  | Date                        |
| DoDD 5220.22  | National Industrial Security Program   | 1 December 2006             |
| DoDD 8500.01E   | Information Assurance (IA)   | 23 April 2007               |
| DoDI 8500.2   | Information Assurance (IA) Implementation                                      | 6 February 2003.            |
| DoDI 8510.01  | DoD Information Assurance Certification and Accreditation Process (DIACAP)     | 28 November 2007            |
| DoDI 8520.2   | Public Key Infrastructure (PKI) and Public Key (PK) Enabling                   | 1 April 2004                |
| DoDD O-8530.1   | Computer Network Defense   | 8 January 2001, <b>FOUO</b> |
| DoDI O-8530.2   | Support to Computer Network Defense (CND)                                      | 9 March 2001, <b>FOUO</b>   |
| DoDI 8551.1   | Ports, Protocols, and Services Management (PPSM)                               | 13 August 2004              |
| DoDI 8552.01  | Use of Mobile Code Technologies in DoD Information Systems                     | 23 October 2006             |
| DoDD 8570.1   | Information Assurance Training, Certification, and Workforce Management        | 15 August 2004              |
| DoD 8570.01-M, 19   | Information Assurance Workforce Improvement Program                            | December 2005               |
| DoDI 8580.1,  | Information Assurance (IA) in the Defense Acquisition System                   | 9 July 2004                 |
| Defense Accounting Finance Service (DFAS) 7900.4G           | “Blue Book” / A Guide to Federal Requirements for Financial Management Systems | February 2005               |
| Chairman Joint Chiefs of Staff Instruction (CJCSI) 6510.01E | Defense-In-Depth: Information Assurance (IA) And Computer Network Defense      | 15 Aug 2007                 |
| Chairman Joint Chiefs of Staff Manual CJCSM 6510.01E        | Defense-In-Depth: Information Assurance (IA) And Computer Network Defense      | 14 Mar 2007, <b>FOUO</b>    |
| ASD(NII)/DoD CIO  | IPv6 Transition Plan memorandum  | 16 August 2005              |
| DoD CIO, Internet Protocol Version 6 (IPv6)                 | A Key to Net-Centric Operations  | 16 May 2006                 |
| Air Force Program Directive (AFPD) 33-2                     | Information Assurance  | 19 April 2007               |
| AF Instruction (AFI) 10-208                                 | Continuity of Operations Program   | 1 September 2000            |
| AFI 31-401  | Information Security Program Management  | 1 November 2005             |
| AFI 31-501  | Personnel Security Program Management  | 27 January 2005             |
| AFI 31-601  | Industrial Security Program Management   | 22 November 2000            |
| AFI 31-701  | Program Protection Planning  | 18 February 1994            |
| AFI 33-114  | Software Management  | 13 May 2004                 |
| AFI 33-119  | Air Force Messaging  | 24 January 2005             |
| AFI 33-129  | Web Management & Internet Use  | 3 February 2005             |
| AFI 33-137  | Ports, Protocols, and Services Management                                      | 31 January 2006             |

| Security Guidance |   |                  |
|-------------------|---|------------------|
| Reference         | Title   | Date             |
| AFI 33-202v1      | Network and Computer Security                         | 3 February 2006  |
| AFI 33-202v6      | Identity Management                                   | 23 May 2005      |
| AFMAN 33-223      | Identification and Authentication                     | 29 July 2005     |
| AFI 33-332        | Privacy Act Program                                   | 29 Jan 2004      |
| AFI 33-364        | Records Disposition – Procedures and Responsibilities | 22 December 2006 |

## APPENDIX C – CDRL MATRIX

| CDRL NUMBER | CDRL NAME                                  | PWS Paragraph                                       | Frequency  |
|-------------|--|---|--|
| A001        | Integrated Management Plan                 | 1.4.1.1, 1.4.1.2, 1.12.1                            | Deliver w/proposal; Updated as necessary   |
| A002        | Transition/Cutover Plan                    | 1.4.1.3.7, 1.4.1.3.7.1                              | Deliver w/proposal; Updated as necessary   |
| A003        | Technical Studies and Analysis Reports     | 1.4.1.3.8.1   | As Required  |
| A004        | Monthly Program Progress Report (MPPR)     | 1.4.1.1, 1.4.1.3.2, 1.4.1.3.3, 1.4.1.3.4, 1.4.1.3.5 | Monthly on 5 <sup>th</sup> working day   |
| A005        | Software Development Plan                  | 1.4.1.3.11  | With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released With each “build” or release |
| A006        | Software Requirements Specifications (SRS) | 1.4.1.3.11  | With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released                              |
| A007        | Software Development Document (SDD)        | 1.4.1.3.11  | With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released                              |
| A008        | Preliminary Design Document (PDD)          | 1.4.1.3.11  | With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released                              |
| A009        | Software Test Plan (STP)                   | 1.4.1.3.11, 1.4.4                                   | With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released                              |
| A010        | Software Test Descriptions (STD)           | 1.4.1.3.11  | With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released                              |
| A011        | Software Test Report (STR)                 | 1.4.1.3.11, 1.4.4                                   | With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released                              |
| A012        | Software Version Document                  | 1.4.1.3.8.2, 1.4.1.3.10, 1.4.6                      | With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released                              |
| A013        | System Administrator’s Manual              | 1.4.6   | With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released                              |
| A014        | Training Manual                            | 1.4.3.1.6, 1.4.6                                    | With each “build” or major versions of EFINANCE, LEAVEWEB AND FMSUITE software released                              |
| A015        | Contract Work Breakdown Structure          | 1.4.1.3.1   | Deliver w/proposal; Updated as necessary   |

| CDRL NUMBER | CDRL NAME   | PWS Paragraph  | Frequency   |
|-------------|---|----------------|---|
| A016        | EFINANCE,<br>LEAVEWEB AND<br>FMSUITE Executive<br>Summary | 1.4.1.3.8.3    | Delivered 90 days after contract<br>award and as required                               |
| A017        | Computer Software<br>Product End Items                    | 1.4.1.3.8.2    | With each “build” or versions of<br>EFINANCE, LEAVEWEB AND<br>FMSUITE software released |
| A018        | EFINANCE,<br>LEAVEWEB AND<br>FMSUITE Program<br>Metrics   | 1.4.1.3.4      | Monthly on 5 <sup>th</sup> working day  |
| A019        | Release Instructions                                      | 1.4.1.3.11     | With each “build” or version of<br>EFINANCE, LEAVEWEB AND<br>FMSUITE software released  |
| A020        | Meeting Minutes/Agenda                                    | 1.4.1.3.6.1    | As required   |
| A021        | Briefing charts   | 1.4.1.3.6.2    | As required   |
| A022        | Software Quality<br>Assurance Plan (SQAP)                 | 1.4.1.3.15.3   | As required   |
| A023        | Quality control Plan<br>(QCP)                             | 1.4.1.3.15.3.1 | As required   |
| A024        | Software Configuration<br>Management Plan<br>(SCMP)       | 1.4.1.3.15     | As required   |
| A025        | Integrated Management<br>Schedule                         | 1.4.1.3.3      | Deliver w/proposal; Updated as<br>necessary   |

## APPENDIX D – GENERAL SECURITY DOCUMENTS

| General Security Requirements |  |
|-------------------------------|--|
| Req #                         | Capabilities   |
| 1                             | The program shall provide a process for granting system access to new users and the capability to measure the time from submission request to system access.   |
| 2                             | The system shall provide fine-grained, roles-based access control to manage functional access (e.g., system universes, transactions, approval authorities) and data access (i.e., create, read, update, delete) by users' assigned: <ul style="list-style-type: none"><li>• User ID</li><li>• Functional role</li><li>• Organization</li></ul> |
| 3                             | The systems shall enable the definition of access rules based on any combination of User ID, Functional Role, and Organization attributes, to include User ID and Organization   |
| 4                             | The systems shall meet or exceed Federal, DoD, and AF security requirements necessary to successfully attain certification, accreditation, and connection authority, per the DIACAP process.   |
| 5                             | The systems shall be unclassified at all times.  |
| 6                             | The systems shall be capable of protecting electronically stored, sensitive data/information, both in transit through the network and at rest.   |
| 7                             | The systems shall provide the capability for DoD Public Key Infrastructure (PKI) signed transactions to enforce confidentiality, integrity, and non-repudiation.   |

**APPENDIX E – SERVICE DELIVERY SCHEDULE**

| SS | PWS<br>PARA  | PERFORMANCE<br>OBJECTIVE                                    | PERFORMANCE<br>THRESHOLD  | METHOD OF<br>ASSESSMENT,<br>FREQUENCY OF<br>SURVEILLANCE/<br>ASSESSMENT AND<br>INSPECTION<br>PROCEDURE |
|----|--|---|---|--|
| 1  | 1.4.1.36.14.1.2<br>1.4.1.3.14.1.3,<br>1.4.1.3.14.2.1 | Plan and develop technical solution and ROM for CRs and DRs | <ul style="list-style-type: none"> <li>- No more than 2 revisions per delivery caused by contractor oversight/error</li> <li>- All products delivered within pre-determined schedule 100% of the time</li> <li>- Revisions returned to the PMO IAW CDRL requirements</li> </ul>   | 100% Inspection / 100% Inspection / PM reviews<br>ROM / CR Proposals                                   |
| 2  | 1.4.1.3.14.1.3                                       | Complete technical solution delivered for DRs               | <ul style="list-style-type: none"> <li>- Less than 2% of DRs need to be re-addressed. The remaining 98% need to pass inspection defect free.</li> <li>- All CAT I &amp; 2 DRs are addressed within time frame outlined in PWS 100% of the time</li> <li>-Revisions returned to the PMO IAW CDRL requirements</li> </ul> | 100% Inspection / 100% Inspection / PM reviews and approves DR closure                                 |



| SS | PWS<br>PARA                         | PERFORMANCE<br>OBJECTIVE   | PERFORMANCE<br>THRESHOLD   | METHOD OF<br>ASSESSMENT,<br>FREQUENCY OF<br>SURVEILLANCE/<br>ASSESSMENT AND<br>INSPECTION<br>PROCEDURE |
|----|-------------------------------------|--|--|--|
| 3  | 1.4.1.3.14.1<br>.2                  | Complete technical solution delivered for CRs                                  | <ul style="list-style-type: none"> <li>- Less than 2% of CRs need to be re-addressed. The remaining 98% need to pass inspection defect free.</li> <li>- All CRs are delivered within schedule 100% of the time</li> <li>- All CRs are delivered within cost 100% of the time</li> <li>- Revisions returned to the PMO IAW CDRL requirements</li> </ul> | 100% Inspection / 100% Inspection / PM participates in Customer Acceptance Test                        |
| 4  | 1.16<br>And paras referenced by PWS | All CDRLs are delivered on schedule with minimum or no corrections required    | <ul style="list-style-type: none"> <li>- No more than 2% rejected per PoP. The remaining 98% need to pass inspection defect free.</li> <li>- Rejected documentation is returned within timeframe outline per CDRL 100% of the time</li> </ul>  | 100% Inspection / 100% Inspection / PM reviews and approves acceptance of all CDRLs                    |
| 5  | 1.4.6                               | Train the Trainer Training and training materials provided in a quality manner | - All Training is conducted in a satisfactory or higher manner as outlined in PWS 90% of the time  | 100% Inspection / 100% Inspection / PM reviews student feedback forms following each training session  |

| SS | PWS<br>PARA | PERFORMANCE<br>OBJECTIVE                                      | PERFORMANCE<br>THRESHOLD   | METHOD OF<br>ASSESSMENT,<br>FREQUENCY OF<br>SURVEILLANCE/<br>ASSESSMENT AND<br>INSPECTION<br>PROCEDURE  |
|----|-------------|---|--|---|
| 6  | 1.4.7       | Help Desk<br>responsiveness is<br>efficient and<br>effective. | 90% of Customers are<br>satisfied with Help Desk<br>response. No more than<br>10% of the customers are<br>dissatisfied.<br><br>Closure and notification<br>within timeframe outlined<br>in PWS | 100% Inspection / PM<br>reviews in the Monthly<br>Program Performance<br>Report<br><br>Response satisfaction will<br>be measured with a<br>periodic survey.<br><br>Failure to meet<br>performance threshold<br>may result in a 2%<br>holdback on the invoice. |